

## FY 2012 Taxi Complaint - Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
912050	7/1/11 3:24 PM	The patron stated, "we gave the address and the taxi driver went south on 101 instead of north on 101. We got onto 101 and he was unclear where to go. We're just moving around. This is going to result in a higher fare. This is the tourist season. The meter is still going, so we're probably going to be 1 1/2 to 2 times the fare." - - -	07/01/2011	03:25	pm	Regents_Cab	611		Regents Cab	No	SFO	958 El Camino Real, San Bruno
912082	7/1/11 3:51 PM	Motorist stated "The incident occurred last night at PM. A gold Prius Name the cab was Royal taxi on the cab the number 153. 8V29503. Driving down O'Farrell toward Market. There was construction going on. The traffic was at a stop because of the construction lane was closed off. We were driving and we notice this taxi driver was driving in the closed off construction lane and he cut somebody off. Than he was weaving in and out cutting people off. When we crossed market he was speeding and weaving and cutting off people. I think he had a passenger in the back seat. The taxi driver was driving erratic and dangerous driving. - - -	06/30/2011	10:00	pm	Royal_Cab			Gold Prius	No		
912085	7/1/11 3:56 PM	Patron states: "I was driving westbound in the far left lane on Cesar Chavez . I started to merge to the right lane. The Taxi sped up and almost cause a collision. After the merge, I stopped driving. I saw the driver got of the taxi and approached my vehicle. I continue driving because I didn't want to have any confrontation. Then he got back on his cab. When we approached a one lane part of Cesar Chavez, he drove to the left shoulder and cut right in front of me on purpose. I also have a 9month old child in the car." - - -	07/01/2011	03:45	pm	Yellow_Cab_Co_op	9037		yellow cab no 9037	No	NA	NA
912188	7/1/11 6:29 PM	MOTORIST SAYS, "DRIVER WAS SPEEDING UP AND SLOWING DOWN ON KIRKHAM, TAILGATING. HONKING HIS CAR, AND PASSING CARS. WE LIVE IN A RES. NEIGHBORHOOD. THEN HE TURNED ON FUNSTON AND IRVING. HE STOPPED TO LET A PASSENGER OUT. I PULLED OVER, HE WAS AT A STOP SIGN. I ASKED HIM WHY HE WAS DRIVING AGGRESSIVELY, AND HE DROVE TOWARD ME, AND GOT UP ON MY LEG. HE WAS THREATENING TO RUN ME OVER. THEN I TOOK A PICTURE AND HE DROVE OFF & away. N/A	07/01/2011	06:20	pm	Luxor_Cab	1214		WHITE, RED, SUV	No	FUNSTON AND IRVING	N/A
912244	7/1/11 8:56 PM	The patron states: I called for the cab. I told him how I would like to go but he took another direction, he took Fulton when I wanted to go Turk St. When We arrived at my destination, it cost 20.73. I was going to pay with a credit card. He asked me to pay with cash. I only had 20.00 in my pocket and some change. He did not want to accept the credit card. I told him I want to give him a tip. When I told him that I wanted to give him a 5 dollar tip, he called me cheap. I then gave him all the cash I had which was 20.75 cents. He then screamed at me "F** Off" in front of my house. Obviously, I did not want to accept this behavior. - - - The patron did not have the driver name, or badge number.	07/30/2011	08:10	pm	Yellow_Cab_Co_op	273	999999	Yellow cab sedan.	Yes	San Francisco Art Institute - 800 Chestnut	750 44th Ave.

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912273	7/1/11 11:59 PM	caller states driver ask where we going and he told us that he didn't want to go that way he refused to pick us up. - - - na	07/01/2011	11:54	pm		1043	9999	sedan blue & yellow	No	union & laquina	
912279	7/2/11 1:57 AM	customer called and stated that "customer got into the cab and when the customer told the patron where he was going the driver refused to take the customer to his destination and told the customer to get out of the cab and that the driver did not have to take the customer to his destination";. - - -	07/02/2011	01:30	am	Royal_Cab	448	9999	Red and Gold	No	Folsom & 9TH Street	Balboa & 7TH Avenue
912280	7/2/11 2:02 AM	THE DRIVER STATED THAT THE CREDIT CARD MACHINE WAS BROKEN & IT WAS NOT BROKEN, THEN HE ASKED WHERE I WAS GOING BEFORE HE AGREED TO TAKE THE FARE, SO WE ENDED UP PAYING HIM CASH FARE BECAUSE HE DID NOT WANT TO ACCEPT A CC PAYMENT - - -	07/02/2011	01:40	am	Yellow_Cab_Co_op	554		YELLOW POSSIBLY A TOYOTA CAMRY	No	CHESTNUT & FILLMORE ST	2875 GREEN WICH ST
912426	7/2/11 11:22 AM	Per caller.... "excessive speed, hostile to other drivers, slamming on brakes. Coming very close to walkers, honking at everyone. Very unsafe and scary. I travel for business and this was so unacceptable that I had to say something. I was holding on to my seat and closing my eyes expecting a collison... very angry driver but was nice to us. This is an accident waiting to happen."" - - - See above..	07/02/2011	11:20	am	Yellow_Cab_Co_op	245	99999	Mini Van	No	Stanford Court	De Young
912557	7/2/11 4:17 PM	pedestrian was walking west on Vallejo at Van Ness. The taxi was driving east on Vallejo at Van Ness. We both had the green. I was in the crosswalk walking across Van Ness. I was at the median and he was making a left onto Van Ness. I am nearing the median. He cut between pedestrians and was about 6 inches from me. Instead of letting pedestrians clear the crosswalk he cut between them. He went behind me and in front of other pedestrians. We were all in the cross walk. For him to do that, he came close to hitting everybody. - - - unsafe driving	07/02/2011	04:14	pm		2195		white and blue	No	n/a	n/a
912641	7/2/11 7:03 PM	Caller stated he had 2 large boxes and wanted to get a taxi, he was going to put the boxes with him in the back seat but the driver told him to put the boxes in the back of the car, but he would not open the back of the car, the caller had the big box and could not open the back of the car, the driver went to the back and because the caller could not open the back of the care, the driver stared calling him and his friend names, and this time the caller told the driver that he did not need his service and took another cab, the caller stated that the driver was very rude - - - n/a	07/02/2011	06:40	pm	Bay_Cab	1376	0000	bay cab	No	market st 2nd st	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTEST ART	TXTE ND
912694	7/3/11 1:37 AM	Caller stated "We just took a taxi and we were going to many places. The cab driver the entire time he had no idea where he was going. I thought that cab drivers would know where the basic places would be. We kind of made comments in our own language, that he wouldn't understand. Then he said "what was the problem?" I said you're a taxi driver and you don't know where your going. He got out of the car and went to our door and asked us to step outside. Then he said "What the fuck is your problem? Step outside right now!" He wanted to fight me. I'm a girl. I thought that taxi drivers should know their way around the basic places. He said "I'm not a computer, I don't know." He had no name in the cab or anything at all. We wanted to give him exact change, but he wouldn't give us exact change back because he wanted a tip. I told him to give the money back and he threw the money back in my face." - - - NA	07/03/2011	01:10	am	Yellow_Cab_Co_op	1069	999999	yellow, Ford Crown Victoria	No	124 Ellis St	NA
912696	7/3/11 2:31 AM	caller states driver got out of cab put on his blinkers and went into the shadow between the tree in the tree bed and released his bowels in a public way in north beach. caller states that driver went to his car and went back to the trees again at that point i opened my window and said hey and the driver jotted off. - - - na	07/03/2011	01:35	am	Black_White_Ch ecker_Cab	756	9999	prius	No	na	na
913132	7/4/11 8:36 AM	The caller states, "I'm at the Mark Hopkins hotel, and Luxor cab 969 refused to take a credit card of one person, and refused to take two other passengers. There is a line here and he is required to take these people. He tried to fight with the driver of Yellow Cab #609 and the driver of Town Cab 1361. He tried to fight with the door man, who's name is Rafael. He put his hand on Town Cab driver of 1361 and said he didn't care -to call the police. He saw us calling and left." - - - Witness info -Yellow Cab 609 -Yugen and 650-430-5590 -Abas, Town Cab 1361, and Rafael, the door man.	07/04/2011	08:37	am	Luxor_Cab	969		Luxor	No	Mark Hopkins Hotel	
913177	7/4/11 10:25 AM	Customer stated this is a discrimination issue. His wife is handicapped and uses a cane to walk. He asked the driver to take them to Fisherman's Wharf. The driver said it was too close, and took off without saying anything. Customer took pictures of the cab. The back of the cab number is 72. License plate # 8S19966. The driver does not look like he was getting off work because he took pictures of the driver picking up other passengers down the street. Pictures are available if needed. - - - Discrimination issue.	07/03/2011	10:02	pm				White with red stripes, SUV, Ford.	No	Jefferson near Ghiradelli Square	

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913254	7/4/11 2:37 PM	Caller stated: We held the cab and the driver refused to accept the credit card. My husband pointed out that he had the machine in his cab and he said he could not accept it. There were handwritten signs inside the cab (behind the driver and facing the passenger saying No credit cards. He was suggesting that the machine was broken but did not say that the machine was broken. We had to stop by an ATM machine to get cash to pay in cash. - - -	07/04/2011	02:30	pm	Big_Dog_City_Cab	804		red and green cab, 4 door sedan	No	Columbus avenue - Northbeach	Sutter & Presidio
913285	7/4/11 3:40 PM	Taxi Driver refused a fair. -- Patron states that there was a cab line at the caltrain at 4th and King, this cab was the next cab up. Patron states that when he went to enter the cab the driver asked where he was going and the patron responded "To 3rd in the Bayview" the driver then said "No, im not going to take you" and drove off. Patron states that he immediately contacted the yellow cab company and spoke with operator number 66 her name was Mercy. Mercy told him she would document the complaint advised him to contact 311 to make a formal complaint. - - -	07/04/2011	03:20	pm	Yellow_Cab_Company	1225	9999	It was a yellow small SUV with four doors with the yellow cab company.	No	4th and King	3rd street
913305	7/4/11 5:07 PM	The driver informed me that he did not take credit cards(cc), we only had \$3 with us, and I told him that it was SF law for them to take credit cards and the driver replied they were under protest so they did not take CCs. I told him he needed to turn the CC machine on and he refused to take the CC payment. He ended up accepting the \$3 cash from us and our fare was \$6.70, and that is all we ended up paying was the \$3 because that was all we had. - - -	07/04/2011	05:00	pm	Bay_Cab	874		white cab with red lettering	No	Haight St & Cole St	860 Corbett St

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913462	7/5/11 7:19 AM	PATRON STATES THAT THE CAB PICKED HER AND HER HUSBAND UP FROM SFO, PATRON STATES THAT SHE INFORMED THE DRIVER THAT SHE WANTED TO GO TO OAKLAND, CALLER STATES THAT THE DRIVER WAS ASKING WHAT EXIT, PATRON STATES THAT SHE RESPONED HARRISON ST, SEVERAL TIMES. PATRON STATES THAT THE DRIVER INFORMED HER THAT HE WOULD NEED TO CHARGE A METER IN A HALF RATE WHEN THEY WERE DRIVING. WHICH WOULD BE 50% ON TOP OF THE FINAL FARE. PATRON STATES THAT SHE INFORMED THE DRIVER THAT SHE HAD NEVER HEARD OF THE FEE BEFORE. PATRON STATES THAT THE DRIVER SAID I CAN JUST DROP YOU OFF WHEN THEY WERE NEAR CANDLESTICK PARK DRIVING ON THE FREEWAY, PATRON STATES THAT HER HUSBAND SAID THEN YOU CAN JUST TAKE US BACK TO THE AIRPORT AND YOU WON'T CHARGE US THEN. PATRON STATES THAT HER HUSBAND SAID WE ARE PAYING YOU A METER IN A HALF, THE DRIVER THEN MUMBLED AND SAID OK. PATRON STATES THAT THE DRIVER THEN SAID "THIS PART OF OAKLAND WE DON'T CHARGE", PATRON STATES THAT WHEN THEY ARRIVED IN OAKLAND THE DRIVER WOULD SLOW DOWN AT THE GREEN LIGHT AND SLAM ON THE BRAKES WHEN THE LIGHT TURNED YELLOW. PATRON STATES THAT DRIVER WAS DRIVING SOMEWHAT RECKLESS. PATRON STATES THAT WHEN THE DRIVER SAID WE WERE GOING TO BE CHARGING A METER IN A HALF, PATRON STATES THAT DRIVER RESPONED BY SAYING OH YOU GO TO OAKLAND EVERYDAY. - - -	07/05/2011	12:45	am	Bay_Cab	1209	65099	BAY CAB COMPANY	No	SFO	OAKLAND
913516	7/5/11 8:29 AM	the driver was very reckless in his driving -- this driver ran the red light going east on 24th street at potrero,this is a very busy intersection and the driver ran right through the red light.then the driver continued on cowards sf general hospital driving in a reckless pattern cutting people off. - - -	07/05/2011	08:20	am	Luxor_Cab	811	999999	newish model possible hybrid	No	24th and potrero	
914071	7/5/11 4:01 PM	Caller states, "He was at the airport, got out the cap and started yelling and spitting. I reported this to the SFO police Officer T, SFO Ground Transportation. This driver was on probation and charged for a misdemeanor for assault at SFO. He is now done with his probation and is his now getting violent again. Two years ago I filed a police report against this driver and will get that information if you need it. I am limo driver and even the police told him if he has a problem with the limo drivers to talk to them, but he's trying to take of it himself. I have two witnesses that were on the phone when this happened. There was a big event in the City, I think it was Gay Parade...if it was on Sunday, then it was on Sunday." - - - Leasee medallion	06/26/2011	06:00	pm	Yellow_Cab_Co_op	728		Ford, Focus	No		

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914178	7/5/11 6:03 PM	Patron States: The driver was talking on his personal cell phone without a hands free device and he was very blatant about it. He did have a hands free device and he was answering it for the taxi business calls but when it came to his personal calls he did not use it and I know that its against the law to drive without a handsfree device. - - - Does not remember the name of the taxi company.	07/05/2011	11:00	am		809	9999	A yellow cab and it was an older style, it was not a prius or anything like that. On the outside it said this vehicle is leased by the driver.	No	Market	Van Ness
914189	7/5/11 6:28 PM	Caller stated that when she was picked up, the driver started behaving strange, honking the horn to other drivers and given the finger and when she asked him why he was doing that, he told her that that people had called the police on him, and when they got home she wanted to use a credit card for \$ 42.00 he took the card and gave her the receipt and when he gave him a receipt back with no tip. He told him that there was is was a 10% charge for using the card and became upset and stated calling her names, Russian bitch many times and he stated waiving his hands at her and she became very afraid to the point that she had to call her husband, and her husband told him to stop and the driver told them that he was going to police and her husband also called the police, she feels that this driver was very strange and that she had never had a horrible experience like this. - - - n/a	07/05/2011	06:05	am	Bay_Cab	0913	99999	bay cab	Yes	sfo	geary blvd and 32nd ave
914313	7/5/11 10:35 PM	caller asked the driver if he takes credit cards and the driver told her the prefers if she pays cash, and he also ask her where she was going and when she told him she was going to 22th st. and Huffman he told her that it was too short run and asked to get out of his car - - - n/a	07/05/2011	10:30	pm	Yellow_Cab_Co_op	0625	9999	yellow	No	18th and castro	n/a
914625	7/6/11 11:55 AM	Driver texted while driving. Driver also tailgated on freeway...Patron states "I picked up a cab from SFO to home. There were two guys in the cab. They said they were doing training. They were very strange guys. The Driver texted while driving, asnd he also drove very closely to cars ahead of us. They looked like they had stolen a cab or something."&quot; - - -	07/05/2011	05:30	pm	Town_Taxi_Cab	0308	999999	n/a	No	SFO	Juniper o Serra Blvd and Winsto
914644	7/6/11 12:16 PM	PATRON STATES "WE HAVE ONLY BEEN TO SAN FRANCISCO A FEW TIMES"; PATRON STATES THAT CAB ASKED HIM WHERE HE WANTED TO GO AND PATRON STATED WHERE HE WANTED TO GO, PATRON STATES THAT THE DRIVER SNAPPED BACK AND SAID "THERE IS NO SUCH LOCATION THAT YOU ARE ASKING FOR"; PATRON STATES THAT HE WAS ABLE TO LOOK UP THE DESTINATION ON HIS PHONE AND RELAYED THE INFORMATION TO THE DRIVER, PATRON STATES THAT THE ENTIRE RIDE THE DRIVER SEEMED TO BE VERY IRRITATED AND SHORT TEMPERED, PATRON STATES THAT THE DRIVER DROVE 70-75 MPH ON THE FREEWAY AND WAS WEAVING IN AND OUT OF LANES ON THE FREEWAY AS WELL AS WHEN THEY WERE DRIVING ON THE STREET, CALLER STATES THAT THE DRIVER WOULD SLAM ON HIS BRAKES AT TIMES. - - -	07/04/2011	12:00	pm		9086		YELLOW OR ORANGE COLOR VEHICLE	No	SFO	DOWN TOWN SAN FRANCI SCO

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914939	7/6/11 5:02 PM	Taxi cab refused to take a credit card customer...Patron states "I stayed on the line, the car was first in line and I was behind second in line, behind him. The customer said to the next customer "I only have a credit card." The driver of the checker cab said, I do not accept credit cards, go to the next cab behind me. The customer came to me and asked me if I take credit cards and I said "yes". The cab driver should have taken this customer because we were in line, he messed up." - - -	07/06/2011	05:00	pm	Black_White_Checker_Cab	1123		Prius LIC#5292B1	No	Westin Hotel	
914948	7/6/11 5:08 PM	Taxi driver states "I was 2nd in line at the Westin St Francis to pick up a customer. A customer got into cab # 1123 then got out and got into my taxi. They stated that the driver of cab 1123 told them he did not accept credit cards. Because I did not want the taxi line to get messed up I went to the driver of cab 1123 and asked him why he refused a credit card fare. He told me his machine did not work and started swearing at me in Russian. I speak a little Russian so I understood what he said. I let it go and took the customers to their destination. This driver should not be allowed to do so." - - -	07/06/2011	05:00	pm	Black_White_Checker_Cab	1123		Ca license plate # 5292B1	No	Westin St Francis	
915374	7/7/11 10:43 AM	Red light runner...Patron states "I was traveling west on Geary Blvd and turning left at 7th ave. I was in the intersection when the light was yellow. The driver of the taxi eastbound on Geary blvd and was coming about 50mph and accelerating through the intersection, trying to make the yellow light. He blew through the red light and I basically had to take evasive action to avoid a head on collision. We both came to a stop; we shared words about his driving ability. Then he chased me around the neighborhood in his vehicle for about 10 minutes. I snapped a picture of the taxi with my cell phone." - - -	07/06/2011	11:30	pm	Best_Cab	2176		Red with white trim, handicap accessible van, possible Dodge Caravan	No	Geary and 7th Ave	
915698	7/7/11 4:40 PM	Patron stated: "I asked the taxi operator if he accepted credit cards, he said 'No', so I had to get another cab." - - -	07/07/2011	03:45	pm	American_Cab	545		American Cab	No	The Embarcadero Hvatt	
915846	7/7/11 10:02 PM	Caller stated "I was walking down the sidewalk and as I got to the street, there was a taxi parked across the crosswalk. The light was red and I had the right of way, but I couldn't go around him. The light turned green and just as I was going in front of him, he got into his car." - - - NA	07/07/2011	10:00	pm	Black_White_Checker_Cab	7	999999	light colored, sedan, 4 doors, checkers	No	NA	NA
915855	7/7/11 10:25 PM	The caller states, "The driver is smoking and he is not allowed to smoke. The entire vehicle smells like smoke." - - - NA	07/07/2011	10:25	pm	Yellow_Cab_Co_op	165		Yellow	No	California & Fillmore	NA
915861	7/7/11 11:01 PM	Cab driver refused to take customers to the Noe Valley ...The above cab patron was at The Curran Theatre at Geary and Mason, asking to catch a cab. The cab driver refused to take him to the Noe Valley and said he was not going to Noe Valley because it is the end of his shift. He proceeded to pick someone else up. - - -	07/07/2011	10:55	pm	USA_Cab	131	9999	White with red and blue stripes	No	Geary & Mason	Geary & Mason

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915873	7/8/11 2:31 AM	The caller states, "The driver was yelling at us the whole time. He believed we were spilling soda in the taxi. He told us to get out the taxi. He then drove to the police station to complain. We heard the police officer yell something to us, and made us pay \$7.00 dollars. - - - NA	07/08/2011	02:00	am	Luxor_Cab	138		NA	No	Mason & O'farrell St.	Webster & Turk suppose to travel to Divisadero & McAllister.
915873	7/8/11 2:31 AM	The caller states, "The driver was yelling at us the whole time. He believed we were spilling soda in the taxi. He told us to get out the taxi. He then drove to the police station to complain. We heard the police officer yell something to us, and made us pay \$7.00 dollars. - - - NA	07/08/2011	2:00	am	Luxor_Cab	138		NA	No	Mason & O'farrell St.	Webster & Turk suppose to travel to Divisadero & McAllister.
915946	7/8/11 7:38 AM	using cell phone while driving ...customer states "after driving some, i noticed the driver was using his smart phone for information ,I don't know what he was doing and I asked him not to do it, he continued to use the phone with a plug in his ear, phone on his leg, and when we got to the destination,customer stated to the driver "I am disappointed that were using you his phone while driver after I asked him not to use it. "driver states "I can do whatever i want to do"; - - -	07/03/2011	06:30	pm	Yellow_Cab_Co_op	2847	2847	yellow	Yes	2454 15th st	north point and Polk
916310	7/8/11 1:35 PM	Caller was crossing the intersection at 17th and Sanchez street, cab driver ran the stop sign on Sanchez street almost hitting pedestrian. the driver did not look for pedestrians/motorist...Caller was crossing the intersection at 17th and Sanchez street, cab driver ran the stop on Sanchez street almost hitting pedestrian. The driver didn't both to look for pedestrians/motorists - - -	07/08/2011	01:30	pm		554		yellow cab sedan	No	Sanchez and 17th St	n/a



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916454	7/8/11 3:49 PM	patron states "the driver was on the phone on the entire duration on the trip. He was using handsfree, but I still think that is unacceptable. While we were on campus he was speeding, and braking hard at the stop signs. This happened multiple times." - - -	07/08/2011	07:10	pm	Bay_Cab	1120		white	No	SFO	Stanford University
916558	7/8/11 5:25 PM	Resident stated "Nn July 8,11 at 5:17 pm. I witness cab number 397 Yellow cab parked across my driveway. Blocking the driveway , bike lane, oncoming traffic and a No stopping anytime zone. Letting a passenger out to go to the store (K. D. liquor store)he stayed there appromimately 10 minutes counting his money in his cab. Its illegal and is blocking my access. This happened in front of 2430 Market. I also have this on video tape." - - -	07/08/2011	05:17	pm	Yellow_Cab_Co_op	397		Yellow Cab	No		
916606	7/8/11 6:59 PM	Motorist states: "I was traveling northbound on Franklin in the far left lane, and Yellow Cab #201 practially hit the front end of my car. He was trying to get in my lane he could have gotten in behind me I finally had to slam on my brakes so he wouldn't hit me." - - -	07/09/2011	06:55	pm	Yellow_Cab_Co_op	9999	99999	Yellow Cab	No	Northbound on Franklin between Union and Filbert	NA
916607	7/8/11 7:00 PM	A resident reports: The Black and White Cab # 1251 was driving in front of 650 Davis like a "Bat out of Hell". The sedan was going about 55 miles an hour in a 25. - - - The resident did not get into the cab and does not have the driver name, badge # or a description.	07/08/2011	06:55	pm	Black_White_Checker_Cab	1251		Sedan	No	650 Davis	
916610	7/8/11 7:39 PM	Pedestrian stated, "The cab driver was making a right turn on 2nd street onto Market. I have the green light to walk. I was crossing the crosswalk. The driver didn't slow down and didn't stop. He made the turn and I had to get out of the way while I was in the crosswalk to avoid being hit. There were a few fares inside the cab going towards the At&T Ball Park." - - - n/a	07/08/2011	07:35	pm	Yellow_Cab_Co_op	364		4dr sedan	No	n/a	n/a
916652	7/8/11 10:41 PM	caller states that i was in the cab and i told him where i was going and he said your paying with cash and i said i'm paying with a credit card and he said his machine was not working and i saw the machine was lite up so i know it was working. he said could only take cash and told me to get out of the cab. as i was getting out of the cab i was trying to take his information and the driver drove off with the cab door open. - - - na	07/08/2011	10:00	pm	DeSoto_Cab	803	9999	van	No	market & hyde st	na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
916800	7/9/11 11:35 AM	Customer states: The driver is very disrespectful and rude! He said 'I don't have to take Paratransit payment.' He said I should watch my Ps and Qs. Maybe he's looking for a bigger ride, I don't know. I paid him cash for fear he would take tips automaticly from the Paratransit card. Someone needs to do something about this driver. Thank you. - - - NA	07/09/2011	11:15	am	Town_Taxi_Cab	58		Town Taxi cab	No	Marriott Hotel at 4th/Mission St	333 Taylor St.
916808	7/9/11 11:53 AM	Man hailing only Yellow Cab fares...Patron states "I am reporting a man wearing a yellow vest standing right before Pier 33 who was flagging only Yellow cabs for fares. He said that he worked for a private company but I think that he works for Yellow Cab. I think that it's unfair and illegitimate. He asked me for my name." - - -	07/09/2011	11:43	pm						Pier 33	
916974	7/9/11 4:11 PM	Twitter customer reports: just rode in yellow cab #1240, driver falling asleep on road. Yikes...The patron sent a Twitter message that stated: just rode in yellow cab #1240, driver falling asleep on road. Yikes - - -	07/09/2011	04:12	pm	Yellow_Cab_Co_op	1240	9999	Yellow Cab	No	Unspecified	Not listed
917018	7/9/11 6:03 PM	I went to the corner to get a cab. I finally found one. I got in the cab. we drove 2 blocks and he said cash only. I said I only have credit card and he said I cant drive you. He said i dont take credit cards. You have a machine that appears to be working. he did not say it was broken he just said I take cash only. I said I didnt have it and he said you need to get out. I said there is no sign on here that says cash only. He asked me to get out again. I said I just walked down to this street in heels and I need you to take me to a busy street where I can get a cab. I said this is not right. you cannot refuse service to me because I dont have cash. He asked me to get out again and said he would not take me. i asked him what his name was and he said I am not doing any of this drama and he did not tell me his name. He asked me to get out again. I got out and just looked at the cab number and that was it. He said he would drive me to the bank to get money and charge me for the time. - - - travelling towards lombard	07/09/2011	05:50	pm	Yellow_Cab_Co_op	178			No	stockton	filbert
917022	7/9/11 6:26 PM	Caller stated that when he wanted to pay with a credit card and the driver told him that he would not take any card, because he had to pay a transaction fee, and it is very inconvenient and the driver was rude and disrespectful, the driver even told him if he had know the passengers was going to pay with a credit card he would have not picked him up. - - - n/a	07/09/2011	06:22	pm	Town_Taxi_Cab	0426	2286	n/a	No	the embacadero and market st	north point and stockton st
917025	7/9/11 6:35 PM	Taxi driver refuses to take credit card payment although credit card machine was clearly visable. Passenger was told that this company does not take credit cards. Passenger forced to pay cash. - - - see above	07/09/2011	05:30	pm	Luxor_Cab	166	99999	unknown	No	Fishermans Wharf	CA and Montgomery

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
917135	7/10/11 7:21 AM	Fare dispute between taxi drivers ...tax idriver to report &quot;I was in line for first for the next fare ,the taxi jumped ahead and took the fare&quot; - - -	07/10/2011	06:30	am	Black_White_Ch ecker_Cab	337	337	bright white /blacks stripes on the side		the embarca dero at the Vitale Hotel	n.a
917199	7/10/11 11:27 AM	Customer was on the K/T line going OB at 3rd and King. The cab was to the right of the Metro and the driver sped up and made a left right in front of the Metro onto 3rd and cut the Metro off. - - - Customer wanted to report the Yellow cab driver for unsafe driving.	07/10/2011	11:25	am	Yellow_Cab_Co _op	763		Yellow cab	No	3rd and King	
917202	7/10/11 11:37 AM	Patorn states &quot;The driver didnt know where he was going and when he did go i asked him how he was getting there he got mad. i was going to stern grove and i told him 19th and sloat three times and at one point he said get out and stopped in the middle of the street with people honking at us and made us get out. He didnt like the fact that i asked him how he was going and he asked well how do you want me to go and I said well i just wanted to know how you were going and thats when he said get out. he was rude the moment i got into the cab actually.&quot; - - - n/a	07/10/2011	11:30	pm	Yellow_Cab_Co _op	795		yellow cab	Yes	fell and stanyan	stanya n and page (meant to go to 19th and
917611	7/11/11 8:44 AM	Motorist stated: &quot;I witnessed a near accident and I would say that the taxicab was at fault. The taxicab was traveling northbound on 25th Ave, attempting a left hand turn to travel west on Geary. Rather than yielding for oncoming traffic, he just attempted to do his turn and that required two vehicles traveling southbound on 25th to come to a screeching halt. Instead of ceding the right of way, he attempted to go around them. The southbound vehicles were attempting to go forwad and there was a lot of stop-go-stop-go. The taxicab was assuming right of way incorrectly.&quot; - - -	07/11/2011	08:10	am	Yellow_Cab_Co _op	83		Yellow Cab	No		
917641	7/11/11 9:08 AM	Patron states, &quot;At SFO Airport, I got into the taxi I gave the driver the address where I was going, which is in South San Francisco. And the driver said that I had to give him direction on how to get the the location. He did not know how to get there. So I had to call my friend on the phone and ask her to give me directions to her house. Also, when I got into the taxi I saw that the taxi was cloudy with cigarette smoke. I asked the driver if he was smoking, at this time we are on the freeway, and the driver says Yes and If you don't like it get out. He said it is his cab and he could do whatever he wants. He refused to give me his name or medallian number and those pieces of information were not posted inside the cab. I quoted that it is the law in san francisco that the cabs have to be smoke free. At this point I decided to stop saying anthing because the driver became beligernt.&quot; - - -	07/10/2011	02:00	pm	Town_Taxi_Cab	755		Town Taxi, Yellow, four door.	No	SFO airport	164 Valleyvi ew way, South San Francis co.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
917775	7/11/11 10:55 AM	Went through 2 redd lights driver refused to use GPS to locate address going to...patron states &quot;i got picked up at the airport,the driver asked where I told 26th and Anza and he tried to put it in the GPs and did not work, and so I offered him my address 3501 anza, he refused to put it in and he said he would use the 26th address and so I offered again, to put in the address and the driver stated it was okay ,he chose a random address on 26th, the driver stated it was fine, we left the airport I have to direct him on the highway, he Finlay got to 19th pulled into the left lane at shopping center ave, I asked him again,where he was going? and he stated he was following GPs he did not where you are going? the taxi driver states he was following the GPs, if the driver would have inserted the address at the start, in the process of leaving the shopping trying to make a left on Ocean, I continued to tell the driver where to go and the driver asked h we get to cross over and taking the turn and going in to the right lane and remind him that is was left, when we get to the turn off he went through a 2nd stop light, at that point directed him to the location. - - -	07/03/2011	10:30	am	Arrow_Cab	255	9999	arrow	No	sfo	3501 anza
918130	7/11/11 3:52 PM	Altercation with driver. Customer flagged down the cab and the driver sees him and he also saw some other people with a child. Customer walked to the driver's side and the driver asked him where he was going. Customer said Powell and Sutter. After customer got into the cab, he looked back and asked the couple if they wanted the cab. Driver said, "You don't offer my cab to someone else." Customer was concerned that the couple had a child with them and he was just being nice. The driver was getting aggressive and had an anger management problem. Driver then refused to take the customer to his destination and threaten customer by saying he was going to take him to the police station. The driver was very disrespectful and aggressive. Customer made a complaint to Bay cab yesterday. - - - This happened between 2 p.m. to 3 p.m.	07/10/2011	02:00	pm	Bay_Cab	1095		Bay Cab	No	Taylor and Geary IFO Hotel and Across the street from Walgree	
918299	7/11/11 6:36 PM	The taxi driver turned againts blindly while there was a pedestrian crossing the street and almost hit the pedestrain. He then proceeded to drift over 3 lanes to make a turn onto Folsom. This happens alot with taxis at the Transbay Terminal. - - -	07/11/2011	04:30	pm		1324		Red and Gold	No	NA	NA
918357	7/11/11 8:12 PM	Driver would not accept credit card payment and would not give an explanation as to why. So I had to pay a cash fare. - - -	07/11/2011	07:45	pm	Yellow_Cab_Co_op	795		newer Yellow cab; 4 door sedan	No	49 Geary	Vallejo & Van Ness Ave

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
918403	7/11/11 10:12 PM	caller stated that she and her friend got in the cab they needed to go to 2 different stops, one at Russian hill and one at the Fairmont hotel, and once the driver found out there will be 2 stops, he told them that he could not take them because there were 2 drop off points and he had got a call to go to chestnut street but he then made a U turn and tried to pick up a couple there, and the caller told the couple not to take him. - - - n/a	07/11/2011	10:00	pm	Yellow_Cab_Co_op	1290	000000	yellow	No	stockton , green by northbeach restaurant	n/a
919095	7/12/11 7:01 PM	I flagged the cab on Broadway & Davis, I told the driver that I have two stops. I needed to go to in the Marina and the second stop was in the Haight. I told the driver that I was going to pay for it. The driver said. "get The Fuck out of my car" I asked for his card. He gave us a blank card that had no info. - - - n/a	07/12/2011	07:00	pm	Royal_Cab			Royal Taxi	No	Broadway & Davis	
919096	7/12/11 7:02 PM	Patron states: "This was at Polk and Geary, I flagged him down and he rolled the window down and asked where I was going. I told him California and Kearny he goes, 'No No No I'm not going that way!' I was in cab school once before so I know the law and I know you can't take someone into the cab and then refuse to take them where they want to go. I asked if his shift is over and he said 'No there's a lot of money out here right now.' I asked if he knew it was illegal and he said, 'Fuck the law get out!' Then, because I was in such a hurry, I was already out there waiting for a cab for a half hour, I said i'd give him an extra \$5 if he'd take me, he ended up taking me but I had to pay an extra \$5 plus a \$2 tip for him to take me, on top of the regular fare." - - -	07/12/2011	06:58	pm	SF_Taxi_Cab	429	9999	San Francisco Taxi	No	Geary and Polk	California and Kearny
919100	7/12/11 7:05 PM	I flagged the cab on Davis and Pine and told the driver that we needed to get to two different stops and that we were willing to pay for them. We got in the cab the guy told us to get out of the cab. He dropped us off. He gave us a badge number that did not make sense. Badge 0915. - - -	07/12/2011	07:03	pm	SF_Taxi_Cab	1183		SF Taxi Cab- white & red	No	Broadway & Pine	Jackson & Battery
919173	7/13/11 3:39 AM	DRIVER WAS RUDE TO PARA TRANSIT PARTON...PATRON STATED - I ASKED TO BE TAKEN TO 1335 GEARY – HE SAID ITS WEBSTER, NOT GEARY .... PATRON APOLOGIZED FOR THE ERROR – PATRON ASKED THE CAB DRIVER IF HE ALREADY KNEW THE ADDRESS WHY WAS HE BEING SO MEAN AND HAVING THAT TONE. I WAS GOING THROUGH MY PURSE LOOKING FOR MY PARA-TRANSIT CARD. THE CAB DRIVER SAID – GIVE MY THAT CARD, OR YOU’LL HAVE TO PAY ME IN CASH OR USE A CREDIT CARD. THEN HE KICKED ME OUT OF HIS CAB ..... I HAD \$250 ON MY PARA TRANSIT CARD AND HE MADE ME PAY CASH .... HE UPSET ME SO MUCH MY BLOOD PRESSURE IS UP. IT WAS A HORRIBLE EXPERIENCE. - - -	07/12/2011	05:30	pm	Yellow_Cab_Co_op	9999	9999	YELLOW	Yes	HOWARD	9TH

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
919173	7/13/11 3:39 AM	DRIVER WAS RUDE TO PARA TRANSIT PARTON...PATRON STATED - I ASKED TO BE TAKEN TO 1335 GEARY – HE SAID ITS WEBSTER, NOT GEARY .... PATRON APOLOGIZED FOR THE ERROR – PATRON ASKED THE CAB DRIVER IF HE ALREADY KNEW THE ADDRESS WHY WAS HE BEING SO MEAN AND HAVING THAT TONE. I WAS GOING THROUGH MY PURSE LOOKING FOR MY PARA-TRANSIT CARD. THE CAB DRIVER SAID – GIVE MY THAT CARD, OR YOU’LL HAVE TO PAY ME IN CASH OR USE A CREDIT CARD. THEN HE KICKED ME OUT OF HIS CAB ..... I HAD \$250 ON MY PARA TRANSIT CARD AND HE MADE ME PAY CASH .... HE UPSET ME SO MUCH MY BLOOD PRESSURE IS UP. IT WAS A HORRIBLE EXPERIENCE. - - -	07/12/2011	05:30	pm	Yellow_Cab_Co_op	9999	9999	YELLOW	Yes	HOWARD	9TH
919217	7/13/11 7:20 AM	I tried to ride in his cab and he pointed me to another cab...he was the next cab in line,so I went to him and he asked me where was I going,and when I told him,he told me to take the next cab. - - -	07/13/2011	07:15	am	Yellow_Cab_Co_op	338	000000	car	No	750 kearn	2356 sutter
919509	7/13/11 1:32 PM	THE DRIVER PULLED UP BEHIND THE ANOTHER CAB THAT WAS PICKING UP THE PEOPLE BEFORE ME. THE DRIVER STARTED GOING OFF ON THE CABBIE THAT WAS PICKING UP THE OTHER PEOPLE IN FRONT OF ME. MYSELF, MY WIFE, MY FRIENDS AND THEIR BABY GOT INTO THE CAB. WHEN I GOT INTO THE FRONT SEAT HE STATED &quot;OH NO THIS GOING TO COST YOU EXTRA FOR THE BABY&quot;. I INFORMED HIM THAT I KNEW THE LAW AND THAT HE COULD NOT CHARGE US. I TOLD HIM TO TURN THE METER ON BECAUSE HE DID NOT HAVE IT ON. HE ALSO DID NOT HAVE A BADGE ON THE DASH BOARD, HE HAD A TAXI BADGE AROUND HIS NECK. HE THEN TOLD ME &quot;NO LET ME TELL YOU HOW THIS IS GOING DOWN, YOU ARE GOING TO PAY EXTRA OR YOU'RE GOING TO GET THE FUCK OUT OF MY CAB. SO OF COURSE, I TOLD HIM THAT I DO NOT HAVE TO TAKE THAT FROM HIM AND HE PULLED OVER AND GOT OUT OF THE CAB AND LEFT THE CAB. WHEN WE GOT OUT I CALLED PIER 39 SECURITY OVER AND THEY WERE ASKING US WHAT HAPPENED AND THEY SAID &quot;WAS HE INTIMIDATING YOU AND CHARGING YOU MORE MONEY, I TOLD THEM BOTH. SO THEY PROCEEDED TO CALL SFPD AND WHEN HE SEEN THEY WERE CALLING HE JUST TOOK OFF...THE DRIVER PULLED UP BEHIND THE ANOTHER CAB THAT WAS PICKING UP THE PEOPLE BEFORE ME. THE DRIVER STARTED GOING OFF ON THE CABBIE THAT WAS PICKING UP THE OTHER PEOPLE IN FRONT OF ME. MYSELF, MY WIFE, MY FRIENDS AND THEIR BABY GOT INTO THE CAB. WHEN I GOT INTO THE FRONT SEAT HE STATED &quot;OH NO THIS GOING TO COST YOU EXTRA FOR THE BABY&quot;. I INFORMED HIM THAT I KNEW THE LAW AND THAT HE COULD NOT CHARGE US. I TOLD HIM TO TURN THE METER ON BECAUSE HE DID NOT HAVE IT ON. HE ALSO DID NOT HAVE A BADGE ON THE DASH BOARD, HE HAD A TAXI BADGE	07/09/2011	06:00	pm	Yellow_Cab_Co_op	272	999999	YELLOW CAB, CA LICENSE PLATE #8V00086	No	PIER 39	PIER 39

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
919676	7/13/11 5:10 PM	We just got out of the cab from SFO about 5:00pm. So we walked up to the curb and he clipped the trunk. He made no effort to put the bags in at all and so I proceeded to go ahead place our luggage in the trunk. Typically the drivers are in a hurry so I trying to do it quickly so in the process the luggage made a noise as it landed on the base of the trunk. It is the regular noise that you would hear when doing so. The came out of the cab and said, "Hey this is my cab this is my livelihood what are you doing." I told him that I was just putting in the suitcase and he could put it in himself it thats what he wanted. So ended up putting in the second suitcase. My wife and I then got into the cab and he seemed very upset. She told him where we were going and he completely ignored her. She said it again and once again, no response. All of a sudden he gets out of the car and walks out to a garbage can I think. We felt uncomfortable and I was beginning to reconsider wether or not we should take another cab so I opened the door. Then the driver slammed on the gas and pulled out with the door open. The door slammed shut and I thought to myself, for someone who was so concerned about his car a minute ago he sure didn't care about speeding off with the door open. He drove off way too fast. The cab driver is sort of like the ambassador - - - The times on the reciept read: departure:1632	07/13/2011	05:00	pm	Bay_Cab			Bay cab, white car with red lettering.The numbers inside both doors read 1183 Bay cab, but the number on the reciept was 1160 Bay Cab.	No	SFO	2727 Polk
919737	7/13/11 7:04 PM	Motorist stated, "I was driving on 101 from Mountian View to Redwood City. I was stuck behind a SF Bay Cab in the carpool lane. He was just by himself. He was driving below the speed limit. People are passing him on the right lane and he would not yield over. He was appeared to be on his phone talking and not aware of the traffic." - - - n/a	07/13/2011	06:55	pm	Bay_Cab	119		White Ford Crown Victoria	No	n/a	n/a
919767	7/13/11 8:43 PM	Customer states that "when I approached the driver, I asked if he accepts credit cards and he said "yes". After I had the luggage in the trunk, he told me that it would be 10% extra to use a credit card. I physically stopped him in closing the trunk so I could get my luggage out of the trunk because I said "no, that's not right" and I pulled my luggage out of the trunk, and took another cab which is also Luxor cab and he did not charge me extra 10% for using a credit card";. - - - Customer was not able to provide the driver's name and badge number.	07/13/2011	02:00	am	Luxor_Cab	389		white cab with blue and red in writing, luxor cab	No	San Francisco International Airport	NA
919768	7/13/11 8:47 PM	Taxi patron states "When we got in the cab we told the driver that we were going to 7th and folsom, we then realized that we made a mistake with the destination and told the driver this. He then got very upset even though I told him that I would still pay hiom for going out of his way. He was so upset that he began cursing at us, and I have my two children and my sister in the car. I then told him to let us out when we got out he drove very fast and what if my children had gotten hurt by that, he almost ran them over. License plate #8X6496" - - - see above	07/13/2011	08:30	pm		2508	999999	Yellow car	No	18th and mission	5th and folsom



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
919855	7/13/11 11:28 PM	Caller stated that the driver was erratic and he did not know where he was going, he took a long time break, he responded very slowly when he was asked a question. Caller claims that were many stops and he had to tell him how to get to the different points. - - - n/a	07/13/2011	11:15	pm	American_Cab	9111	000000	n.a	No	union square area	18th st and alabama
919897	7/14/11 6:49 AM	Driver was abusive to the customer...patron "the cab driver was aggressive, I gave the driver the fare, and was rushing me and was swaering and almost hit me with the cab." - - -	07/14/2011	06:49	am	Yellow_Cab_Co_op	729	9999	Yellow	Yes	578 Noe	10 Goldmine
920134	7/14/11 11:37 AM	Rude and Refused fare...Patron states "I'm trying to catch a taxi and the first one in line refuses to take me. The driver said "it's not my problem, it's your problem. I have thermal bags for catering with me, and he wouldn't take me. He had a van cab and there was more room and he was first in line, but he wouldn't allow it. I tried to go to the cabs behind him and they wouldn't take me because they were following the rules. Fortunately there was a driver kind enough too take me. The driver was really rude and ended up taking another fare and left." - - -	07/14/2011	11:35	pm	Yellow_Cab_Co_op	9085		Van	No	Hyatt Tat Market and Drumm in the Taxi Line	
920412	7/14/11 5:46 PM	The driver was in front of the Hilton San Francisco Union Square and was waiting to pick up passengers. He had a verbal altercation with the Hilton front doorman, and was using profanity in front of the guests. The staff called security, and he left, but came back 10 minutes later. He started to do the same thing. We told him that we were going to call the police if he didnt leave. This started because we had instructed him to move forward to not hit the guests car. - - -	07/10/2011	03:05	pm	Big_Dog_City_Cab	1325		CALIFORNIA LP: 8x99257	Yes	San Francisco Hilton Union Square	
920531	7/14/11 9:54 PM	The caller states, "The driver refused to accept credit cards even though his machine is working. He says he's been charged a 5 % fee. In the taxi he has a sign that reads "Cash Only." - - - Chin - last name; middle initial starts w/L	07/14/2011	09:30	pm	Yellow_Cab_Co_op		51832	Yellow	No	California & Montgomery St.	NA
921295	7/15/11 9:40 PM	Taxi driver tried to charge us two fares. We had 2 passengers with 2 destinations and he told us that after the 1st drop off he was going to start the meter again, we informed him he was incorrect and he could not do that, he responded that either we do that or get out. We decided to get out of the cab and informed him that we were going to report him. - - -	07/15/2011	09:15	pm	Yellow_Cab_Co_op	403		yellow Prius?	No	Jones & Geary St	N/A
921296	7/15/11 9:44 PM	The caller states, "We advised the driver that we needed to make 2 stops. He stated that he would need to re-start the meter after the first stop. We stated that is not how it works and he responded and said,"if you don't like it, you can get the hell out of my cab. Another person attempted to take the cab after we got out, but the driver stated he was not taking the passenger to his destination."  - - - NA	07/15/2011	09:15	pm	Yellow_Cab_Co_op	403		Yellow	No	Geary & Jones St.	



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
921612	7/16/11 4:21 PM	This driver hit my car and refused to give up any I/D or insurance info... Police were called and a report was filed. Office Simpson told report. Badge 1515 3A66 - - - License of cab 8R16377	07/09/2011	02:15	pm	Yellow_Cab_Co_op	1307	999999	Yellow	No	n/a	n/a
921712	7/16/11 7:52 PM	Patron stated "at 3pm on Saturday July 16. I hailed a bay cab number 1195. At the corner of Post & Van ness. I asked if he accepted para transit taxi card and he said I only takes cash. This is an illegal procedure in San Fransisco. All cabs drivers in the city are required to accept the para transit taxi card. I have found through much experience many of them are refusing. And I feel there should be an investigation of all taxi company. especially the smaller ones. The large companies are wonderful. Yellow ,Desoto and Luxor are excellent in accommodating the disabled. The smaller company does not want to deal with us. This is most unfortunately. The card is as good as cash. It is cash. They just dont want to use the computer to make the trasaction." - - -	07/16/2011	03:00	pm	Bay_Cab	1195			No	Post & Vanness	
921731	7/16/11 8:42 PM	I hailed a cab at 19th and Judah. He pulled into the gas station before he approached me. I walked to the gas station and he shook his hand at me as if he could not take me. I said are you in service and he said I thought you were panhandling me, which I thought was inappropriate. After he made that comment, I asked if he was in service. He said no, my meter is broken and I cannot take a fare. I called dispatch to verify that and they said there was no way to verify that. I understand that they are independent contractors, but if I am unable to verify the status of a cab is in service or not, his light was on, it makes it difficult to determine whether taxi drivers are being discriminatory. - - - unsure if cab driver was telling the truth	07/16/2011	08:35	pm	Metro_Cab	43		red orange jeep	No	19th and Judah	
921770	7/17/11 1:45 AM	Out of town Yellow Cab picking up passenger - - -	07/17/2011	01:30	am	Yellow_Cab_Co_op			Yellow Cab with 510 number Plate #6FBI1411	No		
922026	7/17/11 5:31 PM	Driver was going 85 miles. I told him where I was going when I got in the cab and reminded him a mile before but he still missed the exit. I asked him to slow down but he kept ignoring me. He is a dangerous and outrageous driver. I have never experienced this in my life. I want a call back from Taxi on this complaint. - - - Caller is requesting a call back in reference to his complain.	07/17/2011	04:45	pm	Yellow_Cab_Co_op	711		Yellow Cab	Yes	SFO Airport	1546 Wayland St
922075	7/17/11 7:57 PM	Motorist stated "traveling southbound on Gough st before Market cab driver on the bumper of the car in front of him driver extremely aggressively. Than cuts in front of me in the left hand lane. Nearly hitting my car. Did not use turns signals at all. And took off up the street. Than proceeded to weave in and out f the lanes in front of him without using any signal in a high rate of speed." - - -	07/17/2011	07:35	pm	Yellow_Cab_Co_op	1084		Male driver with sunglasses short hair	No	Gough	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
922077	7/17/11 8:06 PM	Patron states I hailed a yellow cab and was told it was cash only and the credit cards were listed on the window that they accepted, I didnt get in, later on about an hour later I hailed another Yellow cab with the credit cards listed on the rear passenger window and was told it was cash only after he started to leave and I asked him why was it cash only when he was advertising credit cards and he said it was too much trouble and then he said &quot;why are you going to report me&quot; . I just paid the cash and got out. - - -	07/17/2011	04:00	pm	Yellow_Cab_Co_op	701		Yellow SUV	No	Lombard near the Marina area	Taylor & Post
922150	7/18/11 5:07 AM	The man in my opinion did discriminate against me by my appearance, I'm black. he came to a full stop, I posed no threat to him, I wasn't thuggish. I have a sweat shirt and a sweatpants. I had my cell phone waving at him. He drove up and had a closer look at me, then drove off. What I'm looking for is that I'd like for you department to contact him and let him know that this kind of racism is not okay. - - - .	07/18/2011	04:40	am	Yellow_Cab_Co_op	791			No	Sutter and Post	
922458	7/18/11 11:20 AM	The patron stated, &quot;I hailed the cab and he wouldn't let me in until I told him my destination. After that, he told me that I have to pay with cash and was not allowed to pay by credit card. On the way to the destination, he talked all the way, using his headset. I don't know if that is appropriate. He kept apologizing to me, making believe that he wasn't supposed to be doing that. This has been happening a lot.&quot; - - -	07/17/2011	12:05	am	Luxor_Cab	101		Luxor	No	Mission & 5th St	Market & Octavia
922458	7/18/11 11:20 AM	The patron stated, &quot;I hailed the cab and he wouldn't let me in until I told him my destination. After that, he told me that I have to pay with cash and was not allowed to pay by credit card. On the way to the destination, he talked all the way, using his headset. I don't know if that is appropriate. He kept apologizing to me, making believe that he wasn't supposed to be doing that. This has been happening a lot.&quot; - - -	07/17/2011	12:05	am	Luxor_Cab	101		Luxor	No	Mission & 5th St	Market & Octavia
922800	7/18/11 4:17 PM	Caller states, &quot;I was driving NB on Frnaklin i stopped for a red light at Geary. The car behind me began to honk its horn at me and then went around me and pulled up to the intersection stopped and looked around, then proceeded through the red light. Vehicles in the westbound on Geary had began entering the intersection and blew their horns at the taxi. I watch him proceed to the next intersection where the light was red and he did the same thing there as well. It seems as though this is just how the taxi driver drives.&quot; - - - see above	07/18/2011	02:33	pm		605	999999	yellow possibly a Prius	No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
923119	7/19/11 9:49 AM	Taxi Driver honked horn and yelled obscenities at Complainant.....Patron states "Took my daughter to SFO (got married and dropped them off. Driver pulled up behind me, started honking, got out of the car, told us to move. very due to me and a limo driver. The Driver was yelling obscenities. License plate number 8T88684. Limo Driver was almost hit by Taxi Driver. Limo Driver name: Vic Ignacio, Golden State Transportation, 415-724-1870, 415-999-1870."; - - -	07/18/2011	12:20	pm		0206	999999	Toyota, white in color.		SFO	SFO
923515	7/19/11 3:40 PM	LOST BAG IN THE BACK SEAT OF A YELLOW CAB...PATRON STATED THA, "I HAD A BAG WITH ME IN THE BACK SEAT OF THE YELLOW CAB. I WAS WITH A COLLEAGUE AND WE WERE RETURNING FROM A CONVENTION AT THE MOSCONI CENTER. MY BAG CONTAINED, PAPER WORK,BUSINESS CARDS, AND UNFORTUNATELY SEVERAL THOUSAND DOLLARS WORTH OF JEWELERY. WE HAD LOTS OF BAGS IN THE TRUNK AND MY COLLEAGUE JUMPED OUT TO RETRIEVE THE BAGS FROM THE TRUNK, SO I JUMPED OUT TO ASSIST HIM BECAUSE OF A INJURY HE HAS. WE GOT THE BAG OUT OF THE TRUNK AND CLOSE THE TRUNK AND THE TAXI LEFT WITH MY BAG IN THE BAG SEAT. I CONTACTED YELLOW CAB APPROXIMATELY 5 MINS AFTER THIS HAPPENED AND I WAS UNABLE TO GET ANYTHING ACCOMPLISHED." (TRANSFERRED CALLER TO JASMINE TO TAKE LOST PROPERTY REPORT) CUSTOMER CALLED BACK AND STATED THAT THE TAXI CAB COMPANY HAS HAD HIS BAG IN THEIR POSSESSION SINCE HE FILED THE REPORT AND THEY JUST NOW CALLED HIM ON 7/20/2011 REGARDING THE ISSUE. - - -	07/12/2011	04:20	pm	Yellow_Cab_Co _op			YELLOW CAB / FORD, CROWN VICTORIA TYPE VEHICLE	No	FOUR SEASON S	1310 LEAVE NWOR TH

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXST ART	TXTE ND
923526	7/19/11 3:58 PM	REFUSED TO PATRON WITH A REGISTERED SERVICE ANIMAL...ADA PATRON WITH A REGISTERED SERVICE ANIMAL TRIED TO GET A REGENTS TAXI IN FRONT OF THE LEVI PLAZA AND THE CAB DRIVER TOLD HIM, &quot;I DON'T TAKE ANIMALS&quot;. PATRON ADVISED THE DRIVER &quot;THIS IS A REGISTERED SERVICE ANIMAL WITH THE CITY OF SF&quot; AND THE DRIVER YELLED AT&quot;ARE YOU BLIND?, ARE YOU BLIND?, YOUR'E NOT BLIND&quot;. PATRON TRIED TO SHOW THE DRIVER HIS REGISTRATION MEDIALION AND THE DRIVER TOLD HIM &quot;I DON'T WANT TO SEE IT, ARE YOU BLIND?, UNLESS YOU'RE BLIND I DON'T PICK UP SERVICE ANIMALS&quot;.. PATRON TRIED SEVERAL TIMES TO SHOW THE DRIVER HIS MEDIALION AND HE REFUSED. PATRON THEN CALLED THE REGENTS CAB COMPANY AT 415-487-1004 AND SPOKE TO STEVE ANTON AND WAS TOLD &quot;ARE YOU MAN ENOUGH TO HANDLE THIS&quot;. BOTH PATRON AND HIS WIFE WAS ON THE PHONE AND TOL MR. ANTON THEY WERE GOING TO REPORT HIM AND HE REPLIED &quot;YOU DON'T SCARE ME!&quot;.. - - -	07/19/2011	02:08	pm	Regents_Cab	1392		POSSIBLY BROWNISH, GOLDISH COLOR	No	BATTERY IN FRONT OF LEVI PLAZA	
923615	7/19/11 6:15 PM	i was at the hyatt 901 veteran cab dropped someone off and refused pick up, i asked and he said no im going to the airport and he didnt have a passenger so he refused service - - -	07/19/2011	06:12	pm	Veterans_Cab	901		yellow and orange	No		
924130	7/20/11 11:57 AM	Luxor Cavbs not honoring terms of contract with CCSF...Patron states&quot; I work for CCSF. We have a program where women and children come in and stay until later in the evening. We start calling at 7:30 in the evening for an approximate 8:00 pick up. We call Luxor Cabs, who hold this contract and are the only cab company we can call. For two months, we have waited two to two-and-a-half hours for a cab. We call back and we get 'yeah, yeah, we'll get somebody out there.' No apologies. This happened on June 20. We requested four cabs, got one. On July 18, requested five cabs and got one. Women with children as young as six months have had to take busses to get home after waiting two to two and a half hours.&quot; - - -	07/20/2011	12:00	pm	Luxor_Cab	9999	999999	n/a	Yes	1305 Evans Ave	Various

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
924184	7/20/11 12:47 PM	PATRON STATES: I HAILED A CAB AT 10AM AT POST AND TAYLOR, AS I SAT IN THE BACK SEAT I REALIZED THE LEFT SEAT BELT WAS BROKEN. I TOLD THE CAB DRIVER THE SEAT BELT IS BROKEN AND IS DANGEROUS. THE DRIVER SAID 'YES IT IS BROKEN.' I SAID 'A SEAT BELT ONCE SAVED MY MOTHERS LIFE AND THIS SHOULD BE FIXED.' THERE WAS NO RESPONSE. I ENDED MY RIDE A GAVE HIM MY PARA TRANSIT TAXI CARD WHICH HE REFUSED TO ACCEPT. THE DRIVER SAID 'NO, CASH ONLY.' I SAID 'THIS IS NOT RIGHT. ALL TAXI CABS IN SAN FRANCISCO MUST NOW ACCEPT PARA TRANSIT TAXI CARDS.' THE DRIVER SAID 'NO, CASH ONLY.' THIS IS AN ILLEGAL AND COMMON PROCEDURE AMONG MOST SMALL CAB COMPANIES IN SAN FRANCISO. I HAVE MUCH EXPERIENCE AND I STRONGLY FEEL AN INVESTIGATION SHOULD BE CONDUCTED AMONG THE SMALL CAB COMPANIES. THIS CARD IS AS GOOD AS CASH AND A TIP IS INCLUDED. THE DRIVERS SIMPLY DON'T WANT TO DEAL WITH THE COMPUTER. THE LARGER COMPANIES, YELLOW, DE SOTO AND LUXOR ARE VERY ACCOMMODATING TO THE DISABLED CITIZENS. THE DISABLED CITIZENS DESERVE EQUAL TREATMENT FROM ALL. - - -	07/19/2011	10:00	am	SF_Taxi_Cab	780			No	POST AND TAYLOR	450 SUTTE R
924318	7/20/11 3:35 PM	Patron stated, &quot;I was waiting for the bus but it was too hot. I saw a cab coming on Valencia and 16th st. I waived him down. I asked him if he can take me to Hayes and Webster. Before I got into the cab, he asked if I have cash. I told him yes and he let me in. Once I got in, I said the door says credit card accepted. He said well the machine is broken. I told him in every cab I get in the driver complains about the city imposing a surcharge for every credit card transaction. My complaint is that he wouldn't let me in unless I stated I have cash and he didn't have his badge visible. The badge is normally mounted on the front passenger side.&quot;; - - -	07/20/2011	03:20	pm	Yellow_Cab_Co_op	830		4dr car	No	Valencia St and 16th St	Hayes St and Webster St
924376	7/20/11 5:01 PM	Customer gave the driver her credit card and he said he did not accept credit cards. Customer said that's all she had so he processed the card with his machine. When she told him the ammount she wanted to be charged which included a 10% tip he said that was not a sufficient tip. She said it was a standard aat which point the taxi driver called her a &quot;Stupid ignorant bitch&quot;; - - - Reciept read &quot;Rashad Ahmad&quot;; Yello CA	07/20/2011	04:55	pm	Yellow_Cab_Co_op	1328		Prius		SFO	Divisadero and Clay

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
924445	7/20/11 7:55 PM	wreckless and unsafe driving refusing to yield to a pedestrian and treating passengers ...So driver picked us up and first off he was driving really fast and wrecklessly,then he failed to yield to a pedestrian and almost run him over, gunnung right towards him, driver seemed erratic and emotionally not all together then customer asked him to slow down and driver did not acknowledge and just gave a really dirty look. Driver seemed intimidating and scary - - -	07/20/2011	07:45	pm	Luxor_Cab	468		mostly white some red and blue	No	market and 2nd	jackson and hyde
924457	7/20/11 8:17 PM	i just got in and said i want to go to 21st ave & lake and he said no and then picked up another fare - - - doesnt remember anything else	07/20/2011	08:15	pm		543		all white	No	california & drumm	
925032	7/21/11 3:14 PM	he wanted to charge an extra fee for credit card but i refused, he was going 80miles per hour, he was talking the whole time shouting on the telephone, and when i refused to pay the 2.00 he was shouting at me, - - - the invoice says number 506884	07/21/2011	03:07	pm		820		yellow		sfo	st regis hotel
925262	7/21/11 11:31 PM	Caller stated "This gentleman picked us up at about 1105pm and asked us where we were going. When he realized where I lived in the outer richmond, he basically kicked us out. I asked him for his ID card and he didnt have it, and basically admitted it to not having one. Then he basically kicked us out of the cab." - - - NA	07/21/2011	11:05	pm	Yellow_Cab_Co_op	411	99999	yellow sedan, had leaf on it for zero emissions	No	NA	NA
925619	7/22/11 1:06 PM	Pedestrian states he crossed the street in the crosswalk there were 4 seconds left.Taxi Green cab#285 made a left turn onto Kearny as I was crossing.The driver came sreaching to a holt he stopped 6 inches from my leg.He blasted his horn at him,he than shouted at me and pointed to the walk sign.I looked at him and put up 3 fingers to show I had 3 more seconds to cross.He than told me Fu** You and accelerated away.I have two witness to this event,one person was with me.The other person was standing across the street.They were standing on the east side of the street.The driver was going down Post St and attempted to turn onto Kearnry St. - - -	07/21/2011	05:25	pm	Green_Cab	285		green and white		Kearny St	Post St
925630	7/22/11 1:16 PM	refused to pick up passengers. -- passenger states a cab was dispatched to pick up passenger and her disabled husband from a dr's office, the cab arrived, the driver asked her where she was going, caller told the driver, the driver asked another 5 times where she wanted to go and then told the passenger he did not like her accent and did not like the manner in which she spoke to him. The driver refused to let them in the cab and drove off. Caller feels the driver discriminated against them because of her accent. - - -	07/22/2011	12:20	pm	Yellow_Cab_Co_op	571		yellow cab	Yes	5515 Geary Blvd.	420 Berry

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
925707	7/22/11 2:44 PM	I was abandoned by 2 cabs. I wanted to go to South Beach and I only got 1 cab #. It was a Luxor #1066. He refused fare and would not take me back to my hotel, he decided to drop me off wherever and I had to catch another cab. It was a waste of my time. It's fair, because all the taxi cabs waiting at the hotel wanted to take me to the airport. - - - Caller had to get off the phone as he was receiving another call, did not provided location.	07/22/2011	02:40	pm	Luxor_Cab	1066			No		
925708	7/22/11 2:45 PM	PATRON STATES: THE DRIVER REFUSED TO TAKE ME TO SANSOME BECAUSE I WAS NOT GOING OT THE AIRPORT. - - -	07/22/2011	02:45	pm	Yellow_Cab_Co _op	670			No	MARRIO TT NEAR CONVEN TION CENTER	SANSO ME
925831	7/22/11 6:06 PM	Patron stated &quot;Patron stated &quot; every friday noight I have to wait over 1 hour at Fishermans Wharf to get a cab home from work. Im a local im not a tourist. Tonight I bought a few grocery and frozen foods and its all defrosted. Im very frustrated and now I dont know how long i have to wait. They have to do something about this they need more cabs on Friday night between 4pm to 8pm. Especially when the Giants are playing.&quot; - - -	07/22/2011	06:05	pm					No	Fisherma ns Wharf	
925885	7/22/11 9:35 PM	Motorist stated, &quot;I was at the intersection of Union and Columbus and this Desoto cab driver cut right in front of me to pick up a fare. He was turning left onto Columbus. I have the right of way and the driver turned left right in front of me while I was crossing the inetrsection. I honked at him and he honked at me. I have a dog in the car and the poor dog slammed onto the floor. The cab number was 362. I called Desoto and spoke to a dispatcher and it was a male. I explained what happened and he didn't care and he hung up on me! I am very upset! A supervisor needs to do something. Desoto have killed someone this year and this driver shouldn't be driving. I definitely like a follow-up on this. I want to know what is going to happen tp this driver. You can call me or send me a letter. I want this driver to be in trouble!&quot; - - - n/a	07/22/2011	09:31	pm	DeSoto_Cab	362		Ford Escape, SUV	No	Union St and Columbu s Ave.	n/a
925912	7/23/11 2:27 AM	The man was not friendly from the start, but as we got in the cab he we left him 15% as a tip. He said &quot;that's not fair...I'll see you later.&quot; He said &quot;fuck you.&quot; and I said &quot;fuck you&quot;. He said &quot;fuck you&quot; and I said &quot;fuck you&quot;. - - - .	07/23/2011	02:18	am	Luxor_Cab	126		Luxor Cab	No	Market and Valencia	Stockto n and Chestn ut

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
925913	7/23/11 2:39 AM	Caller stated "My girlfriend and I just got a cab home from the north beach area to the outer richmond. Our driver was immediatley hostile. He was on his phone the entire time, while driving which we didnt agree with. He demanded that we pay him cash for the trip. As we exited the vvehilce and after I paid him in cash, he told us to go fuck ourselves. Then I responded and said "what??"", he opened his door, took a step out and then climbed back in, slammed the door and drove away. The license plate # was 8R16381." - - - NA	07/23/2011	02:15	am	Yellow_Cab_Co_op	872	999999	yellow, small SUV	No	Chestnut and Taylor	31st and Fulton
925936	7/23/11 8:08 AM	MOTORIST STATES: THE DRIVER IS DRIVER ON THE SHOULDER AND CUTTING PEOPLE OFF, TAILGATING PEOPLE AND HEADING TOWARD THE FREEWAY. ON PORTOLA AND HEADING TOWARD JUNIPERRA SERRA. -- IN THE MIDDLE OF THE CALL, MOTORIST THOUGHT IT BEST TO CONTACT CHP SINCE HE THOUGHT TAXI DRIVER COULD CAUSE A WRECK SO CALLED ENDED. - - -	07/23/2011	08:09	am	Town_Taxi_Cab	2508					
925989	7/23/11 10:02 AM	SEE COMPLAINT DETAILS BELOW IN COMMENT SECTION...PATRON SAYS, "MY TAXI GOT STRANDED ON THE FREEWAY. I WAS PICKED UP AT THE AIRPORT, AND THE CAR IMMEIDATELY BEGAN BEEPING, SIGNALING THAT CAR WAS OVERHEATING, WHICH TELLS ME THE DRIVER KNEW THE CAR WAS OVERHEATING WHEN HE PICKED ME UP. THEN HE CALLED HIS DISPATCHER. THE DISPATCHER SAID HE'D CALL HIM BACK ON HIS PERSONAL PHONE. WHILE HE WAS WAITING FOR THE DISPATCHER TO CALL BACK, HE IMMEDIATELY MADE A PERSONAL CALL. DRIVER DIDN'T SAY I'M SORRY. THE PHONE WAS BEEPING WHILE HE WAS ON A PERSONAL CALL, WHICH LEADS ME TO BELIVE THAT THE DISPATCHER WAS CALLING HIM, WHICH THEN HE HAD TO CALL BACK. - - -	07/23/2011	09:50	am	Yellow_Cab_Co_op	1260		ALL YELLOW	No	SF AIRPORT	ON THE HIGHWAY @ 380
925991	7/23/11 10:12 AM	Customer states: Town Taxi no 1390. In front of 450 Sutter Street, my husband was disabled and we saw this taxi. The driver pulled the window and asked where we are going. We told him we are going home and have paratransit. He said no and told us to go to corner and catch a cab. He then closed the window and ignored us. Driver badge number 62964. - - -	07/23/2011	09:40	am	Town_Taxi_Cab	1390	62964	Town Taxi	No	NA	NA
926078	7/23/11 1:26 PM	INTENDING PATRON SAID, "TAXI CAB REFUSED TO TAKE HIM WHERE HE WANTED TO GO." - - -	07/23/2011	11:15	am	Yellow_Cab_Co_op	627		YELLOW	No	5TH AND HOWARD	5TH AND HOWARD
926197	7/23/11 5:24 PM	Caller states: This Arrow Cab driver was parking ifo my address, blocking my driveway, the No Stopping and the bike lane for 10mins. He's talking to his passengers, then they got off and driver picked up 3 other new passengers who needed a cab. I know how DPT works, they don't come out immediately till hours later, would not help if I called them. I want this to go to the Taxi Commission. - - - na	07/23/2011	05:02	pm	Arrow_Cab	1060		Arrow Cab	No	na	na



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
926297	7/24/11 1:25 AM	caller stated that i got into the cab and started talking about the card machine the driver said he didn't take credit cards because there is a fee and he takes cash only. when i continued to question the driver about this he started getting very aggressive about it. you have credit card machine you should take them whether you want to or not. the driver then told us to get out of his cab. caller also stated that i called national cab to file a complaint regarding cab 973 and national stated they didn't have a cab 973. - - - na	07/24/2011	01:00	am	National_Cab	973	9999	nissan altima hybrid	No	columbus & montgomery	columbus & stockton
926300	7/24/11 1:46 AM	REFUSED TO TAKE PATRONS TO DESTINATION -- PER PATRON - SFTER WE GOT INTO THE CAB, OUT DESTINATION WAS REFUSED (2562 GREAT HIGHWAY) - - -	07/24/2011	01:46	am	Yellow_Cab_Co_op	2565	9999	LINCOLN CAR	No	10TH & HARRISON	
926302	7/24/11 2:25 AM	I'm a regular citizen who came from a pub and I wanted a ride home. I gave him directions to go down post street, turn on broadway. He told me get out of my cab, I want to go down Larkin, if you don't like it, get out of my cab. Within a few blocks i noticed he was an angry cab driver. When I told him I was going to pay him with tip. He said when you get to your house, get out of my cab you fat ass. - - -	07/24/2011	01:55	am	Arrow_Cab				No	Edinburgh Castle	2323 Mason
926303	7/24/11 2:32 AM	CALLER STATES I GOT INTO THE CAB AND ASKED HIM TO GO TO MY APT ON 5TH AVE AND HE KINDA TOOK THE LONG WAY AND THAT WAS FINE EVEN THOUGH I WAS GIVING HIM A DISCRPTION AND HE WASN'T FOLLOWING IT AND THAT WAS FINE AND HE TOOK THE LONG WAY. WHEN IT CAME TIME TO PAY THE FARE I TOLD HIM I WOULD PAY THE METER AMOUNT BUT WOULD NOT TIP HIM BECAUSE HE TOOK THE LONG WAY WHEN I GOT OUT OF THE CAB HE SHOVED AND PUSHED ME I TOLD HIM I WOULD REPORT HIM AND THAT'S WHEN HE TOOK A STICK OR SOME TIME OF OBJECT AND THREW IT AT MY HEAD.THERE WERE MANY BYSTANDERS THAT SAW WHAT WAS HAPPENING AND THEY SHOVED HIM BACK INTO THE CAB. - - - PARTIAL LICENSE PLATE NUMBER 9771399	07/24/2011	02:30	am	Yellow_Cab_Co_op	9999	9999	REGULAR YELLOW CAB	No	FOLSOM ST	
926503	7/24/11 4:04 PM	Patron states I wanted to pay for my taxi fare with a credit card and the driver wanted cash, he accepted my credit card and I asked for a receipt and he said &quot;there's no receipt&quot; - - - Withdrawal # on the customer's credit card statement was 112361	07/22/2011	03:30	pm		999		unknown	No	SFO airport	466 Clipper St.
926561	7/24/11 6:17 PM	Customer states: About 6-7mins ago, while I was already halfway on crosswalk at the intersection of Hyde/Ellis St., this Yellow Cab #556, heading towards Van Ness, was still making its turn and did not stop. This is a traffic violation! I have also reported this to Yellow Cab. - - - na	07/24/2011	12:42	pm	Yellow_Cab_Co_op	556			No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
926683	7/25/11 7:47 AM	This past Friday, July 22, approx. 9:10 pm. We hailed cab at Castro and 18th. We picked up food to take home. We told the cab driver 10 blocks home. He said we need to be on the other side of the street. I told him we would pay him to take us the long way, around the block - we will pay. But no. Badge number is 65972. We were on the B of A side of Castro. Waiting for 15 mins. We hailed it, crossed the street. We were sitting in the cab and he basically said GET OUT. - - -	07/22/2011	09:10	pm	DeSoto_Cab	9999		unk	No	Castro	18th
926933	7/25/11 11:24 AM	MOTORIST STATES THAT HE WAS APPROACHING A RED LIGHT, THIS TAXI CUT HIM OFF AND MOTORIST HAD TO SLAM ON HIS BRAKES. - - -	07/25/2011	11:15	am	Yellow_Cab_Co_op	618		YELLOW CAB		MARKET	
926982	7/25/11 11:55 AM	Taxi Driver Smoking in the Taxi --patron states "the driver was smoling in the taxi, I did not want to say anything, because in sf if you tell the driver anything he will kick you"; - - -	07/25/2011	11:50	am	DeSoto_Cab	9020	9020	blue	No	Castro and Market	2100 Webster
927188	7/25/11 3:59 PM	Caller stated that she has a paratransit debit card, and the driver told her that the card came declined, when the caller asked to call paratransit, the driver started using foul language and kept using that language the entire time, and when he finally called the card company and he got and approval. She believes the driver delivery made her late for the cal train late. And she missed her appointment the hand in another city. The driver was very unethical very discrimination, the caller further stated that paratrancit gives the forms to the driver to used in case the card does not work but the drover wanted her to be late - - - n/a	07/25/2011	03:15	pm	Yellow_Cab_Co_op	1213	999999	yallow	No	new montgomery at the palace hotel	cat
927263	7/25/11 5:42 PM	Patron states that driver was very rude and kept making 'snide' remarks in regards to the fare. He initially would not start the meter, then made a comment that there would be no discount for cash. The driver also went an additional distance out of the way to make the fare more expensive. -- Patron states "I asked him to drop me in a certain place (apprx 150 yards away). He passed the intial point of direction, which bumped up the fare. His comments were rude and the id that was showing in the vehicle was one of an mid eastern descent with a name similar to Muhomed; whereas the driver was a white american male"; - - -	07/25/2011	05:35	pm	Yellow_Cab_Co_op	1292		Yellow Toyota Prius	No	SFO	Millbrae Bart
927516	7/26/11 9:01 AM	Complaint that the driver was smoking inside the Cab. -- 282-4141 is the number on the cab. The caller states that he was walking by the cab and witnessed the cab driver smoking a cigarette while driving a cab at the intersection of Bay and Van Ness. - - -	07/26/2011	08:55	am	Luxor_Cab	100	99999	White Prius	No	N/A	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTEST ART	TXTE ND
927589	7/26/11 10:04 AM	Patron states driver badge#D6944523.The driver was using a Smartphone while driving the cab,he was texting.I had to tell him to put his cell phone down,because I had young kids in the cab.He didnt put phone down right away it took awhile.Also the badge on display did not match the guy driving,totally two differnent people. - - -	07/26/2011	09:44	am	Yellow_Cab_Co_op			yellow	No		
927933	7/26/11 4:03 PM	motorist says, &quot;he was driving crazy and reckless. i tried to talk to him to slow down; and he follwed me all over the city. i tried to call the police, but then i called 311 to give a complaint. that's better. he gave me the finger. i don't know why he followed me. he was an asian guy.&quot; - - - arrow or bay. it was a white cab. prius. numnbers #287	07/26/2011	04:00	pm	Bay_Cab			white cab, prius.	No	bush and hyde	followed driver to ofarrell
928155	7/27/11 12:15 AM	UNSAFE DRIVING, RUDE AND DISCOURTAOUS ..... PATRON STATED - HE WAS DRIVING EXTREMELY FAST, WHEN I WENT TO THE BACK GATE THE CODE DIDNT WORK- HE GOT VERY UPSET WITH ME, HE KEPT YELLING AT ME STATING THAT HE DIDNT HAVE TIME, HE HAD TO GO BACK TO THE AIRPORT-WE HAD TO GO TO THE OTHER SIDE OF THE COMPLEX - HE WAS DRIVING VERY FAST, IT BECAME SCARY - WHEN WE GOT TO THE DESTINATION I OWED 33.00 HE SAID 36. I DID NOT GIVE A TIP BECAUSE OF THE DRIVE. I WOULD NOT PAY HIM UNTIL HE TOOK MY BAGS OUT, HE TOOK THE BAGS OUT THEN THROUGH THEM ON THE STREET. - - -	07/02/2011	11:30	pm	Yellow_Cab_Co_op	1318	9999	YELLOW	Yes	SAN FRANCISCO AIRPORT	POINT PACIFIC DRIVE/ GREEN RIDGE DRIVE
928155	7/27/11 12:15 AM	UNSAFE DRIVING, RUDE AND DISCOURTAOUS ..... PATRON STATED - HE WAS DRIVING EXTREMELY FAST, WHEN I WENT TO THE BACK GATE THE CODE DIDNT WORK- HE GOT VERY UPSET WITH ME, HE KEPT YELLING AT ME STATING THAT HE DIDNT HAVE TIME, HE HAD TO GO BACK TO THE AIRPORT-WE HAD TO GO TO THE OTHER SIDE OF THE COMPLEX - HE WAS DRIVING VERY FAST, IT BECAME SCARY - WHEN WE GOT TO THE DESTINATION I OWED 33.00 HE SAID 36. I DID NOT GIVE A TIP BECAUSE OF THE DRIVE. I WOULD NOT PAY HIM UNTIL HE TOOK MY BAGS OUT, HE TOOK THE BAGS OUT THEN THROUGH THEM ON THE STREET. - - -	07/02/2011	11:30	pm	Yellow_Cab_Co_op	1318	9999	YELLOW	Yes	SAN FRANCISCO AIRPORT	POINT PACIFIC DRIVE/ GREEN RIDGE DRIVE
928863	7/27/11 10:20 PM	The caller states, "The cab was coming from my right. I was in the crosswalk and he crossed in front of me. He did not slow down or stop to make the right turn. He had a red light and I had a green light. If I had not stopped he could have hit me and my companion."  - - - NA	07/27/2011	10:17	pm	Yellow_Cab_Co_op	939		Yellow	No	Californi a & Polk	

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
928901	7/28/11 1:15 AM	CAB CHARGING EXTRA 5% -- PER PATRON - THE CAB DRIVER IS CHARGING PATRON AN EXTRA 5%, LAST THREE NUMBERS OF BADGE NUMBER IS 609 - - -	7/28/11	01:16	am	Yellow_Cab_Co_op	1399		YELLOW	No	9TH & FOLSOM	338 BOCANA
929248	7/28/11 2:02 PM	Passenger got into taxi and the driver said cash only. Customer said that was fine and told driver she had cash. The passenger told the driver that he was required to take credit cards. He argued loudly and aggressively for about 10 blocks. The driver stops the cab at Ellis and Polk and told the passenger to get out. Customer was not comfortable getting out at that location. The driver got out and opens the passenger side back door and reached to pull customer out. She told the driver that she called 911. The driver was muttering to himself and started cussing. He said, 'Lying fucking bitch'. She remains in the car and the driver outside. 10 minute later, 2 police officers showed and approached each individually and asked what happened. The driver kept the meter running while waiting for the police. The driver stated he did not want any money and the police drove the passenger home. Customer would like a call back regarding this incident. - - - 1. Physical violence. 2. Rude and discourteous. 3. Failure and comply	06/24/2011	11:25	pm	Royal_Cab	19		SUV. Royal Cab.	No	Cyril Magnin and Market	Ellis and Polk
929571	7/28/11 11:38 PM	Customer states that "I placed a dispatch request via their iphone app. A cab 9061 was dispatcher and the drivers name was Raymond. I received an automated phone call that the driver had arrived. I left my apartment and went downstairs which took me 2-3 minutes and there was no cab. I called Luxor cab and I was told the driver had left claiming that I did not show up. I received no call from a human being and no call from the driver,, no call from the dispatch before the driver left. I asked the dispatch to contact the driver and they said that that was impossible. I asked the dispatcher to dispatch another cab and he said he couldn't do that. He can only put a request on the computer for a request and not to dispatch a cab. I asked them what was the policy was and how long the driver have to wait and if they need to contact the customer before they arrived and he said that there was no policy and on busy nights, they would just leave very quickly. It's impossible to leave in an apt building; it takes a little time to go downstairs. It's unreasonable to wait for an hour, and before the cab leaves, he should attempt to contact me. Also, the dispatchers should be able to contact the cab drivers directly if there is a need". - - -	07/28/2011	11:30	pm	Luxor_Cab	9061		NA	Yes	555 Mission Rock San Francisco	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
930134	7/29/11 4:06 PM	Patron states: "This man picked me up at the hospital and took the route he wanted to go, snapped the oxygen off my face, he pulled the oxygen tubes out of my face. I told him the route I wanted to go, I told him I had to go in the front, he ordered me to the backseat, I told him to go bayshore cuz I live on palou, then he started swearing at me and calling me names. I spoke with the police, he refused to turn in front of my house, I told him I couldn't walk across the street. I want something done to this man if I have to go to court I will do so. I am a patient going in and out of the hospital all the time. - - -	07/29/2011	02:45	pm	DeSoto_Cab	202	58708	De Soto	Yes	St. Francis Hospital	Palou
930286	7/29/11 6:50 PM	Rude/discourteous, fare refusal, failure to comply and violence and almost phsical altercation that driver placed upon customer, cab kicked passenger out of cab as she was questioning a wallet she found in back seat and driver snatched up wallet and kicked customer out of cab for asking questions. -- cab/driver kicked passenger out of the cab as she was questioning a wallet she found in back seat and driver snatched up wallet and kicked customer out of cab for asking questions. Customer felt wallet should have been turned into police then the way driver snatched the wallet out of her hand almost felt like an assault due to his hostile gruff behavior then driver just kickes customer out of the cab and refuses fare/ride. There were 2 other people in the cab and kicked them out also. - - -	07/26/2011	05:00	pm	Arrow_Cab	278		yellow and red or something like that	No	powel by ellis and offarrell	powel by ellis and offarrell
930288	7/29/11 6:52 PM	Pedestrian stated, "I was crossing Market and 2nd from Citibank to Mission. The light was green. There was a yellow cab #520 that was driving on the left lane going towards Embarcadero along Market St. Instead of stopping at the crosswalk, he kept going and weaved around me. He almost hit me. He made a right turn on the left hand lane without stopping onto 2nd street. There needs to be camera at this intersection because there are a lot of accidents here. These people need to be cited. It's for the safety of the pedestrians." - - - n/a	07/29/2011	06:40	pm	Yellow_Cab_Co_op	520		Yellow Cab Company, 4 dr sedan	No	Market St	2nd St

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
930304	7/29/11 7:26 PM	Patron states: "The operator at this time, as we entered the cab he barked at us, 'no credit cards'. We were gonna pay cash anyway but I told him he is supposed to take them anyway, he pulled over to the side and refused to convey, I am just going to keep reporting them until they all get fired. Ever since the regulation got passed, we are all dealing with a shrinking economy and I'm sympathetic, but the regulation that MTA passed is that they have to accept the cards, there has been a vigilante percentage of cabs that refused to take them. Either they have ripped their stickers off, or blocked the machines with a homemade sign that says cash only. I try to tip better when I pay with card, and the fact that they are accosting people on the street is inappropriate and unacceptable. At the end of the day we are trusting the city and these people with our lives, having people feel like they can take the rules up for themselves is dangerous." - - -	07/29/2011	07:20	pm	Yellow_Cab_Co_op	746	9999	Yellow Cab	No	Bush and Stockton (Above the Tunnel)	NA
930308	7/29/11 7:40 PM	Intended patron stated, "I called Yellow Cab dispatch to have a cab come to take me to the airport. We waited 20 minutes. So we decided to go downstairs and wait. While we were in the elevator I got a automated call from Yellow Cab saying that the cab #598 will be there in 1 minute. We were literally 15 seconds from downstairs. So we waited and waited. After about 10 minutes, the cab never showed up. I had to go back upstairs to get something, so my girlfriend called Yellow Cab to find out what is going on. I don't know what they told my girlfriend, but when I came back, my friend said I got a phone call from the Yellow Cab saying that the driver ring the door bell and no one was there. Obviously, someone is lying because we were downstairs the whole time waiting for the driver. I guess the call that my girlfeind made prompted them to call me again. They said the cab left but they will tell him to turn back. Well, the cab never came back and I have to end up driving my own car to SF Airport." - - - n/a	07/29/2011	07:10	pm	Yellow_Cab_Co_op	598		n/a	Yes	n/a	n/a
930494	7/30/11 10:40 AM	Almost hit pedestrian - Patron states "I was walking down Polk Street and the driver almost ran me over. I said "hey calm down, relax. Then the driver started yelling at me a cussing. I said I'm going to call and report you, he said "do whatever you want." - - -	7/28/11	03:00	pm	Yellow_Cab_Co_op	363			No		
930826	7/30/11 10:52 PM	Caller stated "I saw this cab just run a stop sign. He was headed south at Laguna and went through the stop sign at Haight." - - - NA	07/30/2011	10:50	pm		1294	999999	orange and yellow, SUV	No	NA	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
930836	7/31/11 12:29 AM	Caller stated "The cab driver was totally rude and he kicked me out of his cab because it was further than he wanted to go. I wasnt drunk or anything or acting rowdy, he just told me to get out."" - - - NA	07/31/2011	12:25	am	Yellow_Cab_Co_op	132	999999	yellow, sedan, 4 dr	No	Polk and Post	NA
930851	7/31/11 1:52 AM	Caller stated "The cab driver grabbed me and punched me. I think hes still waiting outside my house. We were having a conversation, my friend wasnt feeling well. I told him 3x to drive nice and easy. He almost hit a car 3x. He blew past a red light once, a stop sign once and he nearly hit a car when he turned at an intersection who had the right of way. He said he'd drive whatever way he wanted to. We got out he's still waiting outside my house. He said tht he was in the penitentiary for 9 years and I wouldn't want to mess with him. He was driving like a complete fool. I couldn't believe how he was driving."" - - - NA	07/31/2011	01:42	am	Yellow_Cab_Co_op	2722	999999	yellow, 4 dr, Ford Crown Victoria	No	Sutter and Taylor	Cesar Chavez and Dolores
930853	7/31/11 2:03 AM	The caller states, "The driver ran a red light which almost caused an accident. I had to come to a complete halt to avoid being hit."  - - - NA	07/31/2011	01:50	am	Black_White_Ch ecker_Cab	001		NA		Union	Buchan an St.
930865	7/31/11 4:47 AM	I'm on a motorcycle and he came within a foot of clipping me. He was behind me, he was speeding down the road and he went around me and when he came in front of me he was within a foot of clipping my front tire. He's gonna get someone killed. - - - .	07/31/2011	04:40	am	Yellow_Cab_Co_op	342		Yellow Cab	No	Eastbou nd on Market	
931288	7/31/11 8:37 PM	Motorist stated "we were on Bay st by the Ocean trying to get onto Lombard st. To go to the Golden Gare bridge. There was a stops sign and the taxi behind me was honking the horn. I ignored him. When the taxi driver got on the freeway he cut me off and slammed on his brakes. We were doing about 40ph. The taxi driver had a customer with him. There was no excuse for his driving. The taxi driver slammed his brakes and I went to the right lane. The taxi driver went to the right lane too. And the taxi driver slammed his brakes again. I went back to the left lane as we were crossing the bridge before went enter Sausalito. The taxi driver cut me off again and than went in the middle lane to the left and tha sped up. When he cut me off the last time I almost hit him. I dont believe this is a professional taxi driver. I train truck drivers and we train to drive safely. I have 2 kids and my wife and there is no excuse why he was driving. He flipped me off 3 times as we were driving."" - - -	07/31/2011	08:25	pm	Arrow_Cab	239		Light Gold Nissan Altima	No	Bay st	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
931295	7/31/11 9:04 PM	Patron called that she and her 2 friends were picked up at Sheraton hotel at the wharf and the caller gave the address where she was going 782 revere to the driver, and as they were getting closer to her destination, the driver told her that he was afraid to go all the way to her house and asked her to get off at 3rd st and revere. And he asked her to get out of his car; she had to walk home for about one block and half. She stated that is tired of people stereotyping a neighborhood  - - - caller is not sure about the cab number	07/31/2011	09:01	pm	Arrow_Cab	1167	999999	n/a	No	from the wharf	3rd st and revere
931319	7/31/11 10:52 PM	Caller stated "the driver wouldnt pick me up and take me where I wanted to go. He refused to take me for whatever reason. He said he wouldn't take me. And as he went up Taylor and turned left on Geary, I saw his available light come on."" - - - NA	07/31/2011	09:15	pm	Arrow_Cab	24	999999	Ford Crown Victoria, orange	No	Ofarrell and Taylor	NA
931332	7/31/11 11:34 PM	Caller stated "The cab driver was smoking and when I talked to him about it, he basically told me he was a supervisor for the city and he could do whatever he wants. The guys last name was Clark."" - - - NA	07/31/2011	11:15	pm	National_Cab	137	999999	yellow and green, SUV	No	North Beach	Marina District
931357	8/1/11 7:02 AM	driver refused fare - customer states "i got in the taxi and 222 Sansome , he had his light on,i told the driver to take me to my destination the cal train station he made a big face impying it was short ride, customer to taxi driver "is there a problem" the driver stats short ride and I needed to pay cash" customer states " i did not have I had credit card, the driver states get the Fuck out of my cab. customer states his credit was operable and just did not want to take me:, i have 2 complaints 1. his credit is not working, he should say it up front, before hearing destination 2. I feel racialy profiled or not come to driver - - -	08/01/2011	06:55	am	Regents_Cab	779	779	n.a		Sanmson and California	Cal Train
931943	8/1/11 3:20 PM	Rude and courteous Driver spit in Complainant's face and on her car. Patron states Parked in white zone. He spit on my face and on my car. Very arrogant. A dangerous person. He said "go back to Africa." I started to take his plate number. (Sister comes on line.) My sister is ill and in treatment. She could not move as fast as he would have liked. We have contacted the police and will press charges. The police who took the report is N. Godferey, Badge number 27. We would like a call back to be advised of what actions will be taken against this Driver.The license plate number is 8U68597."" - - -	08/01/2011	02:00	pm	Metro_Cab	0875	999999	n/a	No	395 Sutter Street	



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
932086	8/1/11 7:08 PM	Driver requesting customer to get out of a moving vehicle. Husband calling on behalf of his wife, stating that "After she paid the driver the cab was still moving and the driver told her to jump out. My wife recited his cab number out loud and he responded by stopping the cab and letting her out. He dropped her off at the next block.""; - - -	08/01/2011	06:20	pm	Yellow_Cab_Co_op	1084		Yellow cab	No	Harrison and 2nd Street	Washin gton between Davis and Drumm
932208	8/2/11 1:36 AM	customer called and stated that "the driver of the cab was rude and direspectfull towards the customer and was unresponsive on anything the customer would say to the driver and did not care if the customer called yellow cab to make a complaint";. customer felt that "there was a overcharge based on the route the driver drove and the customer paid the fare";. - - -	08/02/2011	01:25	am	Yellow_Cab_Co_op	0530	9999	Yellow	No	Mission & 14TH	Turk & Hyde
932476	8/2/11 10:31 AM	PATRON STATES WE WENT FROM 660 BROADWAY TO 550 SUTTER, THE DRIVER DID NOT HAVE ON HIS METER WHEN WE GOT TO THE DESTINATION THE DRIVER CHARGED ME \$7.00 AND THIS WAS \$2.00 OVER THE AMOUNT OF WHAT I ESTIMATED FOR THAT KIND OF FARE, "I DON'T KNOW BECAUSE HE NEVER HAD HIS METER ON, THE DRIVER TOOK THE LONG ROUTE BY GOING ALL THE WAY DOWN MONTGOMERY ST. - - -	07/31/2011	12:00	pm		1208		YELLOW CAB	No	660 BROADWAY	550 SUTTE R
932862	8/2/11 3:39 PM	Motorists, "I was coming on the Bayshore Freeway going North. We were close to the Produce Exit. I observe a taxi cab in the back of me driving very fast. He was weaving in and out of traffic. I was trying to get out of his way, but I was unable to because he was approaching too fast. He made another car almost hit me because the other car had to come over to my lane to get out of his way. I was going about 85mph trying to catch up to him to tell him to slow down, but he was just going too fast. He had a customer in the cab with him as well. As we were driving, he almost cause another vehicle to hit each other because he was weaving in and out of the lanes.""; - - - n/a	08/02/2011	03:20	pm	Arrow_Cab	282		Arrow Cab Company, Toyota Prius, Yellow and Red colors	No	n/a	n/a
932984	8/2/11 5:07 PM	Cab driver was smoking so customer refused to get in the cab. - - -	08/02/2011	05:00	pm		1080				Divisadero	Bush

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
933107	8/2/11 9:41 PM	Cab driver stated, "I work for Yellow Cab and I entered the SFO airport. Another cab driver was behind me. It was a Luxor Cab. We entered the same time. Then I was a little slow on deciding which lot to go into. I decided to make a left turn to lot 2. He was right behind me. He honked at me and proceeded and told me to get the "FUCK" out of his way really loud. I yelled back at him and told him to shut the "F" up. I called him an asshole. I proceeded to park the car. He was stopped by the gate at curbside management. He decided to come out of the car and he was ready to take a swing at me. I said if you want to go to jail then go ahead. He said, "I'm going to recognize your Indian face and if I see you in the city, I will take care of you." I don't know if he really is going to hold a grudge. I talk to my Supervisor, Mr. Johnson at Yellow Cab. He advised me to call 311 to file a complaint and also filed a complaint to Luxor. I already called Luxor and made a complaint. They transfer me to their management people and I left a detailed message to them." - - - n/a	08/02/2011	07:48	pm	Luxor_Cab	78		Luxor Cab Company, Burgandy graphics for an alcohol company on the entire cab, Ford Escape SUV Hybrid	No	n/a	n/a
933122	8/2/11 10:42 PM	The patron states, "We boarded the taxi and before the Broadway tunnel a car pulled in front of the taxi. The taxi driver cut in front of the other driver and slammed on the brakes hard. I asked the driver not to do that because it was not safe. He then argued with us and became unpleasant. He also flashed the lights at the driver." - - -	08/02/2011	10:18	pm	National_Cab	1015		Yellow w/green trim	No	Kearny & Post St.	Pacific & Buchanan St.
933696	8/3/11 4:23 PM	Cab driver attempting an unsafe lane change. Westbound, just west of Geary and Grant. Patron states "when you make a left off of Kearny at Geary, you are automatically in the bus lane, which is the far right lane. I merged into the normal traffic lane (center lane), the cab driver came up behind me and, almost hitting me, moved from the tow away zone lane, and tried to cut me off. We weren't going that fast, there is construction going on today in the far right lane from Grant to Stockton, so you have to funnel into the middle lane. Our windows were rolled down and I'm like hey, and the driver is just looking at me. The driver is trying to muscle his way in. I said hey I'm going to report you, and he said "go ahead". I said "you're the reason why people don't like cab drivers"; The driver said "you're a bad driver." - - -	08/03/2011	04:20	pm	Luxor_Cab	395		Prius	No	Geary and Grant	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
933701	8/3/11 4:27 PM	Intended passenger stated, "I was in front of the cab line. This cab pulls up and he asked me, "Where are you going." I said, "You're not allow to ask me that!" Then he just took off. The cab number was 65. I got on the next cab and the driver told me to report him." - - -	08/03/2011	04:15	pm	Yellow_Cab_Co_op	65		Yellow cab	No	555 California St	n/a
933917	8/3/11 10:47 PM	The caller states, "The driver refused to take me home and said that I was too far out." - - - NA	08/03/2011	10:37	pm	Green_Cab	376		NA	No	Columbus & Union St.	NA
933921	8/3/11 11:38 PM	Caller stated that when he got in the cab, he asked the driver is she takes American express she stated yeas but kept on complaining about the fact that she was losing 25% of the fare when passengers uses credit card instead of paying cash, and when they got to his destination the driver did not stop the taximeter and caused it to jump from \$ 12.10 to \$12.55 - - - n/a	08/03/2011	11:38	pm	Yellow_Cab_Co_op	1167	999999	n/a	No	market and drum	north poind and divisadero
934290	8/4/11 12:32 PM	From Marriot hotel he was driving crazy and he driving the wrong way and we correct him and he let us down on Market and New Montgomery but we want to go the One Embarcadero. The driver want 10 dollar fares but the meter shows 5 dollar. I toss a 5 dollar on the chair and it appears not enough for him. He park on market on a no parking zone and come around and ask me for the remain 5 dollars and he push me and my glasses fell to the ground them. we walking away from him and we walking toward Embarcadero on Battery above half block away we saw him parks on the Battery Street, he come out and he said where is the 5 dollar and he push me again and I get my phone out my pocket and he went to the back of this car like get a tires iron. And I start doing like I am taking a picture of him and he back away. He close his trunk and back to his car. - - -	08/04/2011	10:15	am	Yellow_Cab_Co_op	670		yellow	No	marriott	1 embarcadero

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
934437	8/4/11 3:19 PM	The bicyclist stated, "I was in the bike lane, heading west on Cabrillo. Either at 21st Av or 22nd Av, a 2-way stop intersection, I had right of way. The cab was coming from Fulton, heading north on either 21st Av or 22nd Av. The cab proceeded to roll through the stop sign at his intersection for the avenue. Because I had right of way, I continued to go along Cabrillo in the bike lane. When I realized that he wasn't going to stop, I tried to brake, but my brakes were wet because of the heavy fog. We collided and I was knocked off my bike. There was no major accident. The taxi pulled through the intersection of Cabrillo & 21st Av or 22nd Av, and then stopped after knocking me off my bicycle. He came over to me, only after a pedestrian walking 2 dogs intervened. I was very upset and asked the taxi driver why he rolled through the stop sign. He asked why I was riding on the sidewalk. I said that I was not, I was riding in the bike lane on Cabrillo. He said that he didn't see me. He started to approach me to say that I was riding on the sidewalk. I told him to step away from me. The bystander who was walking his dogs said that the taxi driver should go. The taxi driver eventually did go, only after I took down the name and phone number of the bystander. I'm very upset that he said that I lied. I'm a very safe biker." - - - Lauren Ritchie would like to be contacted by Taxi Services regarding what Taxi Services was able to find out regarding which cab company was involved and what, if any, action was taken against this taxi driver.	08/04/2011	06:55	am		2935		Muted yellow & green	No		
934566	8/4/11 5:01 PM	Patron states, "We boarded at SFO, first of all when he pulled up, he was on his mobile phone, didn't help with luggage. Taxi is absolutely filthy! Inside and out, smelled of cigarette. When we got in he asked where we are going and I told him, he replied never heard of it and what City... really smart aleck... sarcastic. Then we got the paperwork out to show him. He put it into his GPS.... Half way through, he coughed and spat out the window. The driver was not really watching the road and aggressive. He kept looking down in his hand and sort of all over the road and kept muttering under his breath... he was just rude. Just not a good look and welcome to the City." - - -	08/04/2011	04:30	pm	Black_White_Checker_Cab	1094		Checker maybe the name, Toyota Tarago - SUV	No	SFO	Crescent Hotel
934662	8/4/11 8:21 PM	driver refused to take credit card, cash only, credit card machine was covered up callers says his understanding is that something changed with the credit card fees and now all the cabs are taking cash only. Also understands that it is a requirement that all cabs take credit cards at SFO - - -	08/04/2011	08:10	pm	Arrow_Cab	278		SUV = ford hybrid	No	SFO	Polk street in the city
934702	8/4/11 10:04 PM	resident called and stated that "a yellow cab drove very fast and ran a yellow light very sharply by the SW Corner of Fillmore and Chestnut almost hitting the resident as the resident stepped into the intersection at this location";. - - - Patron called to state the issue.	08/04/2011	09:30	pm	Yellow_Cab_Co_op	9999	9999	Yellow	No	Fillmore & Chestnut	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
934922	8/5/11 10:02 AM	Customer states: I picked up this Yellow cab from SFO Airport. This cab driver who kept falling asleep behind the wheel, ran red light at Main St./Harrison St. He even fell asleep while I was waiting for his receipt. When he woke up, he stepped on the gas and took off. He SHOULD NOT BE ON THE ROAD!!! I have tried reporting this to Yellow Cab at their numbers of 415-333-3333 and 415-282-3737 but not able to get through to anyone. Thank you. - - - na	08/05/2011	09:55	am	Yellow_Cab_Co_op	627		Yellow Cab	No	SFO	345 Spear St
935387	8/5/11 7:16 PM	Cab driver charged an extra \$2 because it was a van, and he lied to throw an additional charge on. - - -	08/05/2011	07:07	pm	Black_White_Ch ecker_Cab	9098		minvan	No	Fillmore St & Pine St	Hyatt, Fisher mans Wharf
935464	8/5/11 10:07 PM	Customer states that "the incident happened on 16th between Guerrero and Valencia or within half a block away from there. Customer states that we flagged the taxi cab, the driver let us in the cab and he took the destination from us. My friend told the taxi cab that you wanted to go to the Diamond Heights Safeway and the driver said "oh my cab is not working". The driver further states "you have to get out" and I told the driver "no, this is a refusal to convey" and the driver said "oh, my cab is not working you have to get off". After the destination was relayed, the cab was not working. There was no badge number and ID on the dashboard and so I asked the taxi driver with his ID number and he got upset and said, "I don't work for you; I don't have to provide my badge number". Both myself and other potential passenger remained totally calm so he has no reason for justification to refuse us with the service. He even said that he will call the police and I said "go ahead". There were 3 empty taxi cabs, 2 that we flagged down and we would've got in and left and he came to the cab driver and said "don't take them I called the police, I called the police" and 2 cabs left not knowing of course what happened. They refused to take us. The 3rd cab thought he was crazy and took us. About 20 minutes interval between the time we were kicked out or being able to be picked up by a cab as a result of him imploring to other cabs not to take us. If the police showed up with the reasonable time, we would be glad. We offered to go to the police	08/05/2011	09:30	pm	Regents_Cab	595		Regents Cab	No	NA	NA
935465	8/5/11 10:12 PM	The caller states, "I was hailing a cab. My friend asked was he available and he shook his head with disgust and said no. We later watched as another female patron and her friend flagged down the cab. The taxi driver picked up the passengers. The female patron was wearing a black mini-skirt. There are 4 witnesses to this incident." - - - NA	08/05/2011	10:01	pm	Yellow_Cab_Co_op	1061		Yellow	No	18th & Castro (taxi zone)	
935491	8/6/11 1:01 AM	caller states we told the driver we wanted to go to rivera from 15th & mission and the driver told us to get out of his cab. he immediately picked up someone after us. - - - na	08/06/2011	12:40	am	National_Cab	209	9999	sedan yellow & black	No	15th st & mission st	na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
935491	8/6/11 1:01 AM	caller states we told the driver we wanted to go to rivera from 15th & mission and the driver told us to get out of his cab. he immediately picked up someone after us. - - - na	08/06/2011	12:40	am	National_Cab	209	9999	sedan yellow & black	No	15th st & mission st	na
935491	8/6/11 1:01 AM	caller states we told the driver we wanted to go to rivera from 15th & mission and the driver told us to get out of his cab. he immediately picked up someone after us. - - - na	08/06/2011	12:40	am	National_Cab	209	9999	sedan yellow & black	No	15th st & mission st	na
935712	8/6/11 1:36 PM	Caller states this with regards to an incident that happened Thursday August 4,2011 8:45PM. Yellow Cab 587 on the 1400 block of 4th Ave. (Inner Sunset). basically the cab driver hunked his horn and passed on the left because he was impatient about a driver who had his blinker on and was trying to turn left into his driveway, basically that was rude and illegal and he should have waited for the car to turn into it's driveway. - - -	08/04/2011	08:45	pm	Yellow_Cab_Co_op	587		Yellow	No	n/a	n/a
935885	8/6/11 6:03 PM	Motorist stated "I was driving headed inbound from Powell. A taxi cab stop at the tracks on Powell & Offarell. The taxi cab was blocking the cable cars. I ask him whats the problem and he started cushing. The cab numer was 9018. It was for Black and White Checker Cab."& - - -	08/06/2011	05:55	pm	Black_White_Ch ecker_Cab			White	No		
935917	8/6/11 7:54 PM	Motorist said taxi driver tried to cut her off to pick up patron on other side of street and almost hit the side of her car forcing her to swerve almost hitting a pedestrian in Little Italy area - - -	08/06/2011	07:44	pm	Yellow_Cab_Co_op	511		black and yellow Ford Escape	No		
935948	8/6/11 11:19 PM	I came into the cab, we started to drive. He asked if I had cash, I said no. He said I do not accept credit cards. I said all cabs have to accept credit card. He said, "get out";. I told him I'm willing to pay with credit card and he said "get out";. He stopped the cab and tried to remove me physically. - - -	08/06/2011	11:22	pm	Bay_Cab	323		Bay Cab	Yes	Nob Hill	Californ ia and Van Ness
935957	8/7/11 1:51 AM	Caller stated "We were trying to pay with a credit card and he was forcing us to pay cash."& - - - NA	08/07/2011	01:48	am	American_Cab	360	99999	black, 4 wheel RAV 4 or Ford Explorer	No	NA	NA
935958	8/7/11 2:02 AM	REFUSAL TO TAKE A CREDIT CARD FOR FARE & DAMAGED CELL PHONE. PER PATRON - HE GOT CAB, THE DRIVER SAID WHERE ARE YOU GOING - IM GOING HERE - AND DO YOU TAKE CREDIT CARDS, THEN I SAID IS IT NOT ILLEGAL, HE SAID NO , I DO WHAT I WANT TO DO - THE NEXT THING I KNOW IS MY PHONE IS IN THE STREET,THE DRIVER SAID F-YOU, THE DROVE OFF - I TOLD THE DRIVER HE HAD TO TAKE A CREDIT CARD, BECAUSE ITS CITY LAW	08/07/2011	02:00	am		9999	9999	YELLOW	No	CASTRO & MARKET	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
935960	8/7/11 3:16 AM	caller states he saw driver was smoking inside the cab before picking up a fare. - - - na	08/07/2011	03:15	am	Big_Dog_City_Cab	773	9999	na	No	220 iones st	na
936252	8/7/11 6:35 PM	The driver did not have any self identifying information. He kept falling asleep. It was incredibly frightening. We stopped at a light and we heard snoring. I saw his eyes were shut, he said he had a sleep apnea problem. I watched him carefully, I noticed there was a camera in the car, I don't know if you can see the driver in the camera. After I alerted him he still did it again, it was horrifying. He is literally going to run somebody over. Also not displaying his license or any identifying information in the cab. - - -	08/07/2011	06:35	pm	Town_Taxi_Cab	1196	9999	Town Taxi Lic Plate: 8P63161	Yes	Fisherma n's Wharf	Hilton Union Square
936260	8/7/11 7:04 PM	Caller stated that he was not taking the ride, but he had to pay for his girlfriend, he stated that his girlfriend told him that when she got in the cab, the driver waited until few minutes later to tell her that his credit card machine was not working, but she noticed that that the credit card machine was working, and she told him that she did not have cash and the he had to accept a credit card, because it is a san Francisco taxi commission ordinance, when she finally arrived to her destination the caller had to go all the way to the bank and get cash, the caller gave him only what the meter was showing and did not give him any tips because he would tip any taxi driver that refused to accept credit cards, caller also believe that this driver was not the legal operator of this cab, caller feels that it is dangerous for passenger to take this type of cars, and that the taxi commission should take more serious this kind of complaints	08/07/2011	06:25	pm	American_Cab	0360	99999	n/a	No	sfo	1400 mcallister st.
936498	8/8/11 10:13 AM	The patron stated, "I called the Luxor Cab company because I felt upset about what happened. I asked the cab driver, do you take credit cards, he had a little cardboard sign that says my credit card machine does not work. He said I would like cash. Then I said, I won't give you cash, I don't carry cash. Then I asked him if he would take a check and he said No. It's not Luxor Company's fault, it's the drivers. What they are doing is, there is now a 5% amount that is taken off of the fare that shorts the drivers. This is the 2nd time that I heard this. What this 2nd cab driver did, was pull out his cell phone that takes a picture of my credit card. That made me nervous. He had a little square insert that he had put into his phone that apparently is another vendor that the Luxor company has nothing to do with. This was confirmed with Luxor Company, who said this is happening and they are very upset about it. The company said that there were a lot of errors with this. The bill was \$5.80 and he said I'm going to put in \$6, so I said that I would take off the 20 cents and give him the tip I would have given you on the total. When I asked him for a receipt, he said give me your e-mail address so that I can send you a receipt. When I checked with American Express, they said that it came through as \$9 against a company named Square. I discussed this with the people at Luxor and that person was really upset about it. I'm going to call American Express back and dispute the \$9 charge for Square."	08/06/2011	03:30	pm	Luxor_Cab			Luxor	Yes	Sacramento near Sacramento & Presidio	294 Ewing Ter

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
936527	8/8/11 10:39 AM	WAITING PATRON SAYS, &quot;90% OF THE DRIVERS SIT IFO OF THE HOTELS OR THE TRAIN STATION, THIS IS WHY A PERSON LIKE ME, WHO IS DISABLED, CAN'T GET A CAB BECAUSE THEY'RE SITTING THERE WAITING FOR AN AIRPORT FARE. PLENTY OF TIMES WHEN I'M AT THE TRAIN STATION, AND THEY'RE WANTING A FARE TO THE AIRPORT, THEY WOULD NOT LET ME GET IN.THIS IS NOT MY FIRST COMPLAINT, THIS IS MY 50TH. I'VE CALLED A LOT ABOUT THIS SITUATION AND NOTHING SEEMS TO CHANGE.&quot; - - - WAITING PATRON SAYS, &quot;I'M DISABLED AND TODAY I'VE BEEN WAITING OVER 40 MINS FOR A CAB.&quot;	08/08/2011	09:55	am	Yellow_Cab_Co_op			N/A	Yes	N/A	N/A
936740	8/8/11 2:18 PM	Passenger reporting driver refused to accept me as a passenger. Driver stated he was in line for the Ritz Carlton. I know he was waiting for an airport rider. He asked me where I was going prior to accepting me and he refused to unlock the door. I have a witness who is the doorman at the Ritz Carlton and cab 378 (SF Yellow Cab). - - - Cab was waiting in the cab line.	08/08/2011	09:00	am	Yellow_Cab_Co_op	719		yellow, not a hybrid car	No	Stockton between Pine and Californi	
936944	8/8/11 5:28 PM	Customer states the incident happened about 5:24PM on the intersection between Sacramento & Waverly Pl a yellow cab came out on Waverly Place without looking on his left for a car coming up and drove out and almost hit my sister's car. If he would have hit the car on the passenger side I would have been the person to be injured, I am a disabled person. Also when were trying to go on Sacramento Street and go toward the right lane and he cut right in front of us real close on purpose and when he looked in the rear view mirror we had our hands up to mean what are you doing, he gave us the finger. - - -	08/08/2011	05:24	pm	Yellow_Cab_Co_op	1104		Yellow Toyota Prius	No	n/a	n/a
937110	8/8/11 10:13 PM	CAB REFUSED FARE PER PATRON - HE WAS DROPPING SOMEONE OFF 5TH & BERRY - I ASKED THE DRIVER IF HE WAS FREE, HE SAID HE WAS GOING TO THE HYATT - I SAID i WA GOING TO 16TH & VALENCIA, HE SAID NO, PATRON TOLD THE DRIVER HE WOULD HAVE TO GET IN LINE ANYWAY - THE CAB DRIVER DROVE DOWN THE STREET AND PICKED SOMEONE ELSE UP. PATRON WANTS RESPONSE - - -	08/08/2011	10:13	pm	Yellow_Cab_Co_op	583	9999	YELLOW	No	5TH & BERRY	
937134	8/9/11 3:47 AM	I knocked on the window and the driver said he wouldn't take me home. I asked why and he said he was on his phone and after that he said he would punch me and he said &quot;i should get the fuck away&quot; from his cab. - - - .	08/09/2011	03:30	am	Bay_Cab	1111			No	Clay and Battery	



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
937794	8/9/11 6:36 PM	See compliant in detail below. Cab driver made sexually overtures towards customer - then called her at work the following work day. Took name from credit card to find her informaton. per caller.. "in the cab, seemed normal, chatting and when I got to the destination, I gave him my credit card - we held on to it and started to read my name and was hitting on me... telling me I could find happiness etc with him. I was very uncomfortable with this and I got my card and left. This morning, he ended up calling me at work...I told him this was not appropriate and that I would be reporting him. I did call Bay Cab, asked for customer service and was tranferred and spoke with a Roger Cardinas. He was the owner I believe. He was very rude and told me to go to the "God Damn cops".... he was swearing at me and yelling. When I talked to him, he was laughing at me and accused me of being this guys wife and perhaps trying to track him down. I am upset by this whole thing and am now very concerned that this driver knows where I live and where I work. This was not information that I gave him. He search for it and found me." - - -	08/06/2011	02:45	pm	Bay_Cab	9999	99999	Bay cab	No	Californi a & Hyde	Westfie ld Mall
937813	8/9/11 7:23 PM	Taxi patron states, "I got into the cab told the driver where I was going the driver said he would not take me to my destination if i was paying iwth a credit card he said that I would have to pay him in cash. I told him thats fine I can pay with cash but I'm going to only tip you up to the nearest dollar, he then said "Fuck you, who are you to tell me how much youre going to tip me?" I then said that "i only tip based on the level of service I'm receiving." At that point the driver pulled over and said that he wasn't taking me anywhere and pulled over to the side of the road. Got out of the cab came around to my side of the car open the door and told me, "To get out you fucking bitch!" I then called 311 to find out if this was legal what he was doing and to also file a complaint (I also didnt want to get out with his standing there because I didnt knwo what he would do.) It wasnt until he walked away from my door that I got out of his cab." - - -	08/09/2011	07:10	pm	Metro_Cab	875	999999	red with white stripe	Yes	1 lombard st	sansom e at Levi plaza
937833	8/9/11 8:21 PM	Driver was extremely rude, refused to wear a seatbelt, and the seatbelt sensor kept dinging, he said he refused to wear a selt belt as he never wears one. The cab service in SF is really bad, and I take cab service often, all over the world, all the time. The drivers dont stop when they have their in service light on. - - - Patron stated that she could not stand it any longer so she got out of the cab and took another one, and the driver was furious. I had a very nice Luxor cab driver.	08/09/2011	08:00	pm	Yellow_Cab_Co _op	439		n/a	No	Californi a St & Sansome St	near Broadw ay Tunnel St

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
938322	8/10/11 3:13 PM	would not take a credit card and did not have it displayed. Customer called metro but informed customer that this cab is owner operated. Meaning they are affiliated or somethong. Taxi drivers have been told that driver has to pay 5% to the credit card companys. I saw a taxi to catch but recognized the driver and he was a very rude driver from a previous ride so I went to the next taxi. He took me to my location and I gave him my credit card and driver said he did not accept credit. He said he never accepts credit cards unless they are at SFO. I told driver this was all I had and driver said he would drive me to a bank. No I need to get out here where I am now.....customer disconnected our call at this point. - - -	08/10/2011	03:00	pm	Metro_Cab	1028		yellow and green	No	555 California	1450 Chestnut
938328	8/10/11 3:22 PM	When we got to the Hyde St medical building the driver didn't click on the meter so it was running. We stopped at \$6.20, but he let it run until \$7.15. I gave him my paratransit card and he said the machine doesn't work. I was sitting next to him and my companion was in the back. He went through the compartment between us and didn't find any receipts and then went to another compartment and didn't find any. We sat there for 5 mins, I had a doctor's appointment. He played with the machine and the receipt came out but it was blank. We were still sitting, I said I can't wait forever; I have to go to my doctor's appointment. He said that's not his problem it was mine. He was rude. And the whole time he was mumbling and complaining that I was sitting next to him. If I didn't have my companion with me, I would've been scared. I'm a senior. He looked in the same compartment before and pulled an envelope full with receipts. He was trying to stretch the time, saying the machine doesn't work, hoping I'll pay the fare. - - -	08/10/2011	10:45	am	Arrow_Cab	6	87	Wide, little, checkers, white	Yes	1920 Franklin	909 Hyde
938447	8/10/11 5:57 PM	Intended passenger stated, "I called Yellow Cab Company at 4:38pm today to schedule for a pick up. I waited until 5:00pm and still no cab. I called Yellow Cab again at 5:02pm. They said someone should be coming. I waited until 5:20pm and still no cab. I called them again and was told someone should be coming. Then I called at 5:37pm and spoke to someone name Alex. He said he don't know why no cab came. He asked me who did I talk to before I called. I said I don't know. He said he believe the guy I spoke with was John. So Alex told me that there should be a cab here by now and he doesn't know when a cab can come and that I should call them back. He said there is no cab available in the area. I told Alex that I had someone else called yellow cab and they said there should be a cab coming in about 20-25 minutes. This is not the 1st time this has happened to me. It happened with DeSoto and Luxor cabs also. I have been stopped and harrassed differently. I have reported to the Police." - - - n/a	08/10/2011	04:38	pm	Yellow_Cab_Co_op	9999		n/a	Yes	Avenue Pet Hospital on Taraval	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
938463	8/10/11 6:13 PM	The caller states he got injured because the taxi was tailing a guy and slammed on the breaks and my chest is hurt - - - see above	08/10/2011	05:15	pm	Yellow_Cab_Co_op	602	999999	yellow cab	No	SFO	Marriot  Courtyard on 2nd street Downtown
938551	8/10/11 7:44 PM	Taxi patron, "The taxi driver was smoking in the cab while driving and then littered." - - -	08/10/2011	07:35	pm	Royal_Cab	9064	999999	Dodge Caravan	No	Fillmore and Haight	Cesar Chavez and mission
938982	8/11/11 1:47 PM	Failure to comply, rude and discourteous, improper fare receipts - - - When I got to my destination the cab driver handed me an empty credit card form and I needed his information so I could turn this in for tax purposes. The driver refused to fill it out and got very unfriendly, rude and discourtesy. So I asked for a receipt so he handed me a paper he wrote down the fare with a signature unreadable. This to will be of no use when it comes time to turn in receipts for tax purposes.	08/11/2011	01:48	pm	Luxor_Cab	1218		white and maybe red	No	SFO	99 Rhode Island
939065	8/11/11 3:18 PM	Patron stated: "I want to file a complaint against a Yellow Cab driver. I was waiting at the UCSF Emergency Room and I used my cellphone to get a cab dispatched to me. Three times the Automated Dispatch System called me to say that a cab was coming. No cab came. The automated Dispatch system called me a fourth time stating that cab #950 would be coming for me. Each time the automated system told me that the cab was one minute away. I saw a Yellow Cab coming and it was cab #950 but it wasn't pulling into the Emergency room area, so I walked out to that cab and got in. There was no hesitation from the driver whatsoever. Then he asked if I was Carol after he started driving down the street. I told him no, I was not Carol but that Dispatch did say cab #950 was coming for me. After driving a little less than a block, he pulled up to another cab, a Luxor cab, and asked the Luxor cab driver if he could take a fare. The Yellow Cab driver did not even check with Dispatch to confirm that he was to pick me up. He just told me to get out of the cab. There was no one else in the Emergency Room, just myself. I was just discharged from the hospital and I am disabled. The other cab driver did take me and he took me to my destination. I am upset that the driver of cab #950 did not even check with Dispatch to see if they had the right customer. Now Yellow Cab has lost a substantial amount of business from me as I am disabled and will be getting around a lot via Taxi."	08/11/2011	02:15	pm	Yellow_Cab_Co_op	950		Yellow Cab	Yes	UCSF Emergency Room on Parnassus Ave	Bayside Village, SF

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
939205	8/11/11 5:57 PM	Customer states that "I was in a taxi line in front of 555 California St and I was waiting in for a taxi and he pulled in the line and I got into his cab and he asked where I was going. I told him that I was going to 5th and Clementina. He told me that he is on his break and finishing his shift and he has to drive back to the garage and he can't drive me. I told him that he was in a taxi line and he replied that he was just stopped in the cab line to get a smoke. Then I asked him again if he would take me where I was going because again he was in the cab line waiting to get a passenger and he said "no" he wouldn't drive me. Then I have to get out of the cab and take another cab". - - - Customer was not able to provide to driver's name and badge number.	08/11/2011	05:40	pm	Yellow_Cab_Co_op	887		yellow cab, sedan	No	555 California	5th and Clementina
939209	8/11/11 6:09 PM	I wanted to report this incident on behalf of my tennant whom I called a cab for. The female passenger exited the cab, the driver grabbed her and shook her. This happened twice. They exchanged words about the fare which led to this incident. - - -	08/11/2011	08:45	am	Arrow_Cab	1250		Toyota Prius	Yes	Presidio Blvd & Leggit	2nd street between Howard & Folsom
939229	8/11/11 6:45 PM	Patron asked driver to take Franklin and he said he would and when we got about 5 blocks there was a lot of traffic and I suggested that he take Franklin and then the driver began to yell at me. I advised him that his attitude would not get him a tip and he continued to yell at me saying that he didnt care anything about a trip or anything like that. - - - The driver passed through several red lights and my life is at stake while he is driving in this manner.	08/11/2011	06:45	pm	Luxor_Cab	1130		White with blue and red	No	SFO	Marina-Pierce and Beach
939290	8/11/11 9:48 PM	The caller states, "I got in @ Haight & Masonic. The driver stated that he would only accept cash. This should not be the case unless the machine is not working. I advised the driver that I was going to file a complaint. He then stopped in the middle of the block; away from any bus stops & away from an area where I could take another cab. He refused to give me his name & operator number. He stated that he did not understand me even though he spoke perfect English earlier." - - -	08/11/2011	09:45	pm	Luxor_Cab	1248		NA		Haight & Masonic St.	near Clayton St.
939294	8/11/11 10:31 PM	Intended patron stated, "I was on Mission and 21st. I hailed a cab. I told the driver where I wanted to go. I told him that I want to use a credit card. He said his machine was broken. I ask him if he can use the one with the carbon copy slip. He said he didnt have any slips. I said you are required to take a card. He said, "No, I am not require to take a card." I said I am going to report you. He said get out of my cab if you are going to report me. I asked for his number. He said it is number 60 and I got out." - - - n/a	08/11/2011	10:10	pm	National_Cab	60		SUV, National Cab Company	No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
939299	8/11/11 10:42 PM	The caller states, "The door was not shut and my sister was getting in the cab as the driver proceeded to drive off. The cab had not left from the curb and my sister was in shock and upset. I asked the driver why he would drive off and he asked why I did not tell him that other people where coming. As a taxi driver he should be aware of who is getting in the cab and the doors should be shut. We do not understand why he would drive off without the doors being shut."  - - - Per caller - the picture in the cab did not look like the driver; the picture looked like a Russian male; # 47066	08/11/2011	09:12	pm	Yellow_Cab_Co_op	1033		NA	No	Market & 2nd St.	Balboa & 11th Ave.
939316	8/12/11 2:09 AM	Cab driver refused to take credit card when in fact that his credit card was working. - - - Cab patron stated: "We flagged down the cab at 17th St. and Valencia. We have a few dollars in cash, and we have credit cards. The cab driver was extremely aggressive. His credit machine was totally working. The cab driver said to us cash only or get out. We told them that it is against the law, and he said you got don't need to tell me what the law is. We were all kind of intimidating how agrresive he was. He finally took us to where we needed to go, and we finally were able to muster all the cash and changes and paid him even with some tips. The driver did not even know where he was going and he was relying on the GPS. I felt really uncomfortable."	08/12/2011	01:50	am	Luxor_Cab	126		White with Navy and some red Luxor Cab logo-Prius	No	17th Street and Valencia	Frederick and Belmont
939338	8/12/11 7:15 AM	this driver was on his face book while driving - - - this driver is a very dangerous driver,he was driving very fast,and very unsafe,I felt like I just wanted to get out of the cab,he stayed on his cell phone the whole time.	08/12/2011	07:00	am	Royal_Cab	1205	999999	sedan	Yes	99 rhode island	grant and bush
939570	8/12/11 11:18 AM	PATRON STATES: THIS HAPPENED WHEN I WAS GETTING OUT OF THE CAB. THIS IS COMMON FOR YELLOW CAB AND CABS IN GENERAL. I TRAVEL ALOT FOR WORK AROUND THE CITY. I ONLY TAKE CABS THAT HAVE THE CREDIT CARD OFFERINGS ON THE WINDOW. THE GUY TODAY TOLD ME HE WOULD ONLY TAKE CASH. AND WHEN I TOLD HIM IT IS FOR WORK AND SAID HE NEEDED CASH AGAIN AND THAT THE CREDIT CARD COMPANIES CHARGE THEM A PERCENTAGE AND THAT THEY NEED CASH. I HAD TO YELL AT HIM 3 TIMES THAT I HAVE A CREDIT CARD. THESE CAB DRIVERS WANT CASH. I FEEL LIKE ALL THE CAB COMPANIES NEED TO BE TALKED TO ABOUT THIS BECAUSE IT IS AN ON GOING PROBLEM - - -	08/12/2011	11:00	am	Yellow_Cab_Co_op	538		YELLOW CAB	No	303 2ND	PINE AND FRONT

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
939599	8/12/11 11:55 AM	the driver overcharged me. - - - I took a cab from sfo to a hotel downtown and the driver charged me 53 dollars for the ride.	08/11/2011	08:40	pm	Town_Taxi_Cab	9999	999999	suv	No	sfo	marriot t markee hotel
939607	8/12/11 12:11 PM	This is a 3 pronged taxi complaint against this driver. First the customer asked the taxi driver if he accepted American Express and the driver said yes but preferred cash. When they got to the destination the taxi fare was \$9.65. Before the driver scanned the card he asked the customer how much he should charge. The customer stated \$11 and the driver became irate stating that the tip doesn't even cover what Amercian Express chareges him for the transaction. He asked for a bigger tip and the customer declined stating that was more then a sufficent tip. The driver then started to berate the customer stating &quot;I hope I never see you again or a customer like you&quot; which the customer replied that the feelings were mutual. Later that day the customer saw on his credit card statement that there was an \$11 charge which he authorized and another \$12 charge that was processed later tha night by the same driver. The taxi driver committed fraud and stole \$12 from the customer which cannot be disputed according to American Express. Not only that, during the ride the driver was on his cell phone the entire time and stopped well into the intersection instead of behind the crosswalk. The driver did not realize this until the customer told him he was stopped in the middle of the intersection. This was overall a bad experience and customer wants someone to follow through with this complaint. - - - Because the driver stole from the customer (By charging him twice for 2 different amounts) he want a call back from again from the Taxi commission to	07/16/2011	08:00	am	Yellow_Cab_Co _op	533		4 Dr sedan Crown Victoria with leather seates	No	Custome r could not recall.	Lion Pub Divisad ero and Sacram ento
939889	8/12/11 6:22 PM	1. Smoking in taxi when I got in and did not put out cigarette when I got in. 2. When I got to the destination he stated that he did not take credit cards and used profanity at me and stated that I did not want to pay cash and he told me in the beginning that he did not take credit cards but he did not. He told me that he I was not paying attention. The credit card machine was operational. - - - Did not have driver name or badge # displayed on the dash of the cab.	08/12/2011	06:20	pm	Royal_Cab	526		gold on bottom and red on top and a regular sedan	No	Sansome and Sacrame nto	Frankli n and Greenw ich
939968	8/13/11 2:21 AM	caller states the cab driver refused my fare the driver said that he could not do a 2 stop because there is to much activity right now. - - - na	08/13/2011	02:15	am	Yellow_Cab_Co _op	128	9999	yellow sedan	No	octavia & ; union	na
939969	8/13/11 2:24 AM	The caller states, "I was assaulted by the taxi driver. He got aggressive and tried to hit me. He realized that it was not acceptable, but end up hitting me in the face. He was abusive. He said f--- you b---- and get the f--- out." - - - caller was given the option to discuss the issue w/SFPD ... declined	08/13/2011	02:20	am	Royal_Cab	1075			No	Lombard & ; Pierce St.	Jackso n & ; Taylor

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
940052	8/13/11 10:52 AM	Red lihgt runner - - - Patron states "the driver of this yellow cab ran a red light heading south on Harrison."	08/12/2011	01:03	am	Yellow_Cab_Co_op	9999			No	10th and Harrison	
940062	8/13/11 11:14 AM	Paratransit fare. Driver refused to take Paratransit fare and said cash only. He said it cannot work on the fare machine. Passenger told driver that it could be work out on paper. Driver still refused until passenger called the police. Driver than took the paper and told customer if she did not have cash next time not to get into the cab. - - - The cab number is either 628, 826 or a combination of those 3 numbers.	08/13/2011	11:13	am	Yellow_Cab_Co_op			Yellow cab	No	Academy of Sciences	1140 Sutter
940235	8/13/11 3:38 PM	Fare Refused. - - - Cab driver refused the fare. Caller was going to 13th and Bryant... the driver then said, "oh no, sorry.." and drove off.	08/13/2011	03:35	pm	SF_Taxi_Cab	2355		Van Ness and Clay	No	van ness and clay	n/a
940365	8/13/11 10:56 PM	Patron stated "when we first got in the cab the driver was very fast. The cab driver was weaving in and out of cars. We guess it was almost 60 miles per hour. When we ask him to slow down the cab driver said he needs to make money if you want I could let you out. There was some traffic for the rest of our ride so we couldnt go any quicker." - - -	08/13/2011	10:45	pm		516		Yellow cab in color and on the side it said 333-3333.	Yes	North beach	Cole Valley
940643	8/14/11 3:47 PM	Patron stated "This was for Yellow taxi we called them at 415-333-3333. We called them 2 times asking for a cab. Each time they said it would take 5 minutes to arrive at the location we were at. We waited a half hour each time and nobody came." - - -	08/14/2011	01:00	pm	Yellow_Cab_Co_op				Yes		
940671	8/14/11 4:52 PM	Driver ran stop sign and almost hit pedestrian. Customer said he wants a callback regarding this complaint. PLEASE CONTACT CUSTOMER - - - Pedestrian stated that I was on 15th Ave crossing Cabrillo. The cab was westbound on Cabrillo. I was walking northbound crossing Cabrillo at 15th Ave. He went through the stop sign at 20 or 30 mph and then accelerated down Cabrillo having his brakes at 16th Ave but rolling arterial stop sign at 16th at 20-30 mph and continued west until I lost sight of him	08/14/2011	04:15	pm	National_Cab			yellow with green and yellow checks Ford Expedition SUV	No	NA	NA
940706	8/14/11 6:44 PM	See below for details. - - - "he told our address before we left SFO.. we had to repeat several times.... he was then typing our address in GPS while doing 70 MPH ..swearing lanes. He had no idea of where he was going. Didn't know the city and had no badge displaced ...	08/14/2011	06:40	pm	Yellow_Cab_Co_op	1384		Yellow	No	SFO	2110 Jackson



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
940976	8/15/11 9:51 AM	taxi cab patrons said, "we feel, we had figured using our gps that we were a mile and a half from the restaurant that we were going to. we were coming from the hyatt on the wharf, and going to isa the restaurant, in cow hollow, on steiner. 3324 Steiner. we walked back from the restaurant, so we know it wasnt that far. we feel that he overcharged us, and took a circuitous route. he took us much further out of our way. and we told him we'd be filing a complaint against him." - - - n/a	08/14/2011	07:00	pm	Yellow_Cab_Co_op	1319		yello	No	north point (hyatt on the wharf)	3324 steiner, isa restaurant
941451	8/15/11 5:07 PM	Patron has been waiting for a Yellow Cab for close to 2 hours now - - - Patron stated, that "I have been waiting for almost 2 hrs for a Yellow Cab. I have a small dog and metal cart of groceries, otherwise I would walk. I should have been home, it should not take this long. Every time I call they keep telling me to call back. They keep telling to call back in 15 mins if a cab do not show. Much earlier, the dispatcher/woman told me that have 4 calls. I don't know if thats true or not but there is no one else here waiting for a cab."	08/15/2011	05:08	pm	Yellow_Cab_Co_op				Yes	20th ave and Winston (In front of Trader Joes)	209 Font Blvd
941493	8/15/11 5:42 PM	after waiting for over 2 hours a cab shows up and looked right at me and then drove off and would not pick me up - - - Customeer, who is african american, called for a yellow cab 2 hours ago and is still waiting for the yellow cab. One pulls up here right at the trader joes and driver looked right at me and did not stop. I am right here with all my groceries and feel very discriminated. Customer is going to file a complaint against this company. I have a little dog that is sick and I am being discriminated by the yellow cab company and some of their drivers.	08/15/2011	05:42	pm	Yellow_Cab_Co_op	346		yellow-SUV		winston and 20th	
941539	8/15/11 7:26 PM	The driver lied and overcharged. - - - Patron stated that "The driver lied to me and told me the 101 was busy and he would be taking the 280 to the airport. I asked "Why?" and he told me if I didnt like it i could get out. I looked on my google map and I saw no back upn the 101 it was all green lined. I didn't have the time tow waste so I stayed in the cab. He told me the fare was \$49.90 and I paid with credit card and he doubled it! He put the tip at \$49.90 also, for a total of \$99.80! I started to pay from the credit card machine in the back seat and he told me it was broken (????). He told me I had to give him the credit card to process. When I gave him the card I had no control of what was happening and when he gave me the reciept he overcharged me \$49.90 as a tip! The receipt has the cab number as 0951/4134 and a PRX #605561. The cab number was actually 951 on the cab."	08/15/2011	06:40	pm	Yellow_Cab_Co_op	0951				Embarcadero	SFO International Airport



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
941542	8/15/11 7:28 PM	Patron states On July 30th around 1PM I called green taxi and it was cab # 1333 the driver number was 60156 so he was taking me back to my house we exited 280 at 6th street exit and we turned right onto Brannan before we got to 4th street I told the driver to turn left 5th street because I wanted him to go down 4th street because its a one way and I wanted him to drop me off in front of my house and he responded by saying that light is too long and I'll make a u turn (which was illegal)and I told him that he didnt need to that there was a way that he could go around the peremiter of my building and still drop me off in front. so he agreed to do that and then we got to the corner of 4th street he wanted to stop there instead of going around to the front, so I explained to him that I had groceries and I needed to go around to the front, so he started cursing and saying that he is a taxi driver and i should have let him make a u turn. so I said i am the one who is paying and it shouldnt be that big of a deal of what route we take the distance is the same either way. so he pulled up in front of my building and started calling me names like a cunt and started being erratic and very angry. I asked him for his information because nothing was posted and he initially refused to give me the information saying he forgot it at the taxi place in his locker and gets out of the taxi opens up the door he grabs out my groceries slammms them on the ground and then he clams the door super hard and starts cursing and told me get the fu** out of the taxi u	07/30/2011	01:00	pm	Green_Cab	1333	60156	Green hybrid	Yes	45 Charter Oak Ave.	555 4th Street Apt. 313
942003	8/16/11 2:21 PM	Driver said credit card machine was broken, insisted patron responsible for asking to use credit card before entering cab and refused to take patron to destination. Additional detail below - - - Patron said driver called 911 for police requesting police assistance for &quot;fight.&quot; Patron said sign outside cab states credit cards are accepted. Police arrived and listened to driver and patron and advised driver if vehicle says credit cards accepted and vehicle has credit card machine, it is responsibility of driver to advise patron that machine is broken. Patron also reported issue to Charlene at Yellow Cab Company.	08/16/2011	01:00	pm	Yellow_Cab_Co_op	2729	64790	yellow van	No	SFO	3rd and Harrison
942064	8/16/11 3:34 PM	The patron's caregiver stated, &quot;we were waiting for a cab and a Yellow Cab passed by. We hailed him and I told him that we have to transport a 94-year old woman back home. What he said was, &quot;I'm running very late. If you're willing to pay \$10, I'll take you there.&quot; Mrs Gradak didn't want to pay \$10 because we know that we usually pay \$5. Then he said, &quot;I'm not going to take you.&quot; He is too arrogant to be a cab driver. - - -	08/16/2011	03:00	pm	Yellow_Cab_Co_op	483		Yellow Cab	No	Saint Peter & Paul Church	1050 Columbus

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
942078	8/16/11 3:54 PM	patron says, "i was the first person in the taxi line. another person in the taxi line, with a suitcase on wheels, was behind me. the cabbie refused to take me, because i was only going downtown, instead he opted to take the person going to the airport, because presumably it's a larger fare. as i recall, that's not one of the reasons that a cabbie can refuse service." - - - n/a	08/16/2011	03:30	pm	National_Cab	182		national. prius taxi. yellow and green	No	4th	king
942182	8/16/11 5:36 PM	Patron stated, "I have been using paratransit for over 4 years and I don't have any complaints because everyone has been very helpful to me. Today, I had an appointment at 450 Sutter. My cousin came and met me at my appointment so we can have lunch together. We had lunch inside Macy's which is close to Geary and Powell. I went to Geary and Powell in front of the St. Francis Hotel to catch a cab home. It is easier to get a taxi there than calling a cab. I waited in line for the next cab. The cab that came to me was DeSoto. Since I have taken Desoto before, I knew they take the paratransit card. I got home and I gave the driver my card and I told him to charge the card and also put in the tips. Then he said, "You make me come all the way from Downtown to here and you are paying by paratransit card?" So I said, "Well, I have been using the paratransit card for 4 years now. And I know Desoto takes the card." So he was upset with me and cussing. He told me that I don't have money in my card. I ask him to please try the card again because I know I have about \$300 in the card. So he checked the card and printed the receipt. He gave me the receipt and gave me the card back and told me to get out of the cab because I was wasting his time. So I went home and was shaken from it. I told my niece what happened and she told me to call 311. My niece told me that from the receipt, the cab number is 878 and his ID number is B-320." - - - n/a	08/16/2011	05:20	pm	DeSoto_Cab	878		n/a	No	Geary St and Powell St	463 Girard St.
942330	8/16/11 10:27 PM	We hailed the cab with about 4 people. The cab driver didn't let anyone in and he asked where we wanted to go. One of the people in my party informed him that he's not allowed to refuse a fare based on where we want to go. Then he just pulled off and almost hit one of the people too. - - - .	08/15/2011	02:00	am	Yellow_Cab_Co_op	671			No	1 Doctor Carlton B Goodlett	
942587	8/17/11 10:25 AM	PATRON STATES: Lic plate 52470b1. WE GOT IN THE CAB AND THE CAB HAD CREDIT CARD DISPLAY ON THE WINDOW AND THE DRIVER SAID CASH ONLY. WE MENTIONED THE WINDOW SAID CREDIT CARDS AND HE SAID HIS COMPUTER IS DOWN AND IT WAS CASH ONLY. I LOOKED AT HIS COMPUTER SCREEN AND IT SEEMED TO BE WORKING. I TOLD HIM I HAD CASH AND WOULD PAY WITH CASH AND I TOLD HIM I DID NOT BELIEVE HIM. WHEN I SAID I DIDN'T BELIEVE HIM, HE STOPPED HIS CAR IN THE MIDDLE OF THE TENDERLOIN AND KICKED US OUT OF HIS CAB. THIS WAS BETWEEN 8PM AND 10PM. - - -	08/11/2011	08:00	pm	Yellow_Cab_Co_op		52889	YELLOW CAB	No	ELLIS AND CYRIL MAGNIN	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
942882	8/17/11 4:44 PM	Intended passenger stated, "I saw 2 ladies get out of a yellow cab. As soon as they paid, I got into the cab. He said, "I can't take you." I said, "Why not?" He said, "I am waiting for someone." I said, "Did someone call for a cab?" He said no. I said you can't refuse service because that is against the law. I said I'm going to report you and he didn't really have any comment and said he has to leave. He asked me to get out." - - -	08/17/2011	04:40	pm	Yellow_Cab_Co_op	1033	47066	Ford - 4 door sedan	No	Mission St betw 1st st and 2nd st	n/a
942958	8/17/11 6:17 PM	Speeding and aggressive driving - - - Taxi patron states, "On the ride on the 280 freeway from SFO to Noe Valley the driver was doing 80 mph and weaving in and out of traffic, I told him to slow down twice. On the city streets he was speeding as well. Just overall aggressive driving."	08/16/2011	08:00	pm		458	61301	Toyota Prius white	No	SFO	(did not want to state)
943378	8/18/11 10:38 AM	see below - - - Cab 24, Royal, 10:25am at Powell at Market, "He called us fucking travelor" We said 5th and Townsend and he thought it was 15th Street Townsend. We tried to point out the correct direction but he responded with "fucking travelers" after he realized that we wanted 5th and Townsend. At the very end, he did gave \$2 dollars on the ride but it was his verbal abuse that needs to be corrected.	08/18/2011	10:40	am	Royal_Cab	0024	00000	Royal cab 24 24	No	Market Street and Powell Street	5th Street and Townsend
943719	8/18/11 5:13 PM	I took a Luxor cab from SFO and the driver didn't have any identification in his cab which I thought was weird. Then we had an issue because he was very rude. He gave me a receipt that didn't have the full amount that I had paid. I asked him for a receipt for the full amount charged and he said no. I asked him for his I.D. he didn't say anything he just shrugged. So then I said, aren't you required by the law to carry an I.D. He said no. So he lied about that. To make matters worse he didn't even use one of those credit card machines that are in the cabs instead he swiped my card on a personal iPad. So now I am worried about identity theft. Luxor cab said that the City has allowed the drivers to use their personal devices and all of the cab companies are going crazy trying to prevent this from happening. I want the City to know that I am not happy about this. They need to stop letting people do this. - - - The pick-up number on the receipt was 1558 at SFO. The receipt states that it is a luxor. The receipt amount says \$52.60 and he actually charged \$60.00 on the credit card. He did end up giving me \$7.00 dollars back but this whole thing just didn't seem right. I just felt that I wasn't in the car with an actual Luxor driver. I am really worried about identity theft.	08/18/2011	04:49	pm	Luxor_Cab	1248		white	No	SFO	Caller does not feel comfortable leaving that information

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
943813	8/18/11 7:36 PM	I picked up the cab at SFO, and asked the driver to drop me off at the closest hotel. Immediately he began with an attitude. He said, &quot;You should have a reservation.&quot; I told him that's ok I'll just find another cab if the hotel is full . I told him to stop at the Comfort Inn. He threw out my bags from the trunk and he even threw my bags that were inside the cab onto the asphalt. I heard your luggage drop to the floor. I gave him \$20.05 for my cab fare which was \$10.05. I told the driver to give me \$10 back. He threw the coin right back at me. He was aggressive and unfriendly. I chose not to give him a tip because he was that way from the start. - - -	08/18/2011	07:00	pm	Comfort_Cab	1391		SUV- Explorer	No	SFO	Comfor t In San Bruno
944043	8/19/11 10:24 AM	OLEG FROM W HOTEL CALLING FOR A CUSTOMER STATES: THERE WAS A DISPUTE BETWEEN THIS DRIVER AND ANOTHER ONE ABOUT AN AIRPORT RUN. THEY COULDN'T FIGURE OUT WHO WAS NEXT. BASICALLY THE GUEST NEEDED TO GO TO BRYANT TO HIS OFFICE AND THEY DIDN'T WANT TO TAKE HIM BECAUSE IT IS A SHORT RIDE. WE ALREADY PUT THE BAGS IN THE TAXI AND THE GUEST SAID 'FORGET IT I DON'T WANT TO RIDE WITH YOU.' AND THEY DRIVER SLAMMED THE TRUNK ON THE CUSTOMER'S HAND. I HAD TO GIVE FIRST AID TO THE CUSTOMER. I CAME OUT AND GAVE HIM FIRST AID AND AFTER I FINISHED THEY PUT HIM IN THE SAME CAB. THE CAB DRIVER WANTED TO APOLOGIZE AND TOOK HIM TO BRYANT STREET. THE CUSTOMER DIDN'T WANT TO TAKE THE APOLOGY SO THE DRIVER THREW THE BAGS ON THE ON THE GROUND AFTER HE DROPPED HIM OFF. - - - NA	08/19/2011	09:55	pm	Yellow_Cab_Co _op	373			No	W HOTEL	BRYAN T SOUTH OF MARKE T
944224	8/19/11 2:03 PM	No show - - - Patron &quot;I called a cab, it's been over an hour and no one has come. I've called them 6 or 7 times and no one is answering. At first I requested a disabled ramp and they sent over regular taxi, I sent the cab back. I called Yellow cab again and they said they would send another cab out and it's been an hour.&quot;	08/19/2011	12:55	pm	Yellow_Cab_Co _op				Yes	11th and Clement	
944238	8/19/11 2:10 PM	No anwser at Dispatch - - - &quot;Customer has been calling, Yellow, De Soto and Luxor cab company for the last hour and no one is answering.&quot;	08/19/2011	02:10	pm	Yellow_Cab_Co _op				Yes		
944250	8/19/11 2:35 PM	Customer states: &quot;I asked the driver if he will take American Express. He said &quot;yes&quot; but when I got into the car he said it takes so long to fill out paperwork. He almost hit a car. He didn't listen to my direction. He was honked at by another car. When we got to the destintation, the fare was \$22. I told him I only have \$21 cash and he took the cash. I asked for a receipt that was showing Aarow cab recipt but the cab was a Checker. Taxi information and driver information were blank.  1054 - - -	08/19/2011	02:24	pm	Arrow_Cab	1054	0000	Toyota Prius, Checker Cab	No	SFO	San Mateo, 330 Cazana ugh

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
944281	8/19/11 3:17 PM	Driver charged twice as much for the fare - - - Cab driver is charge \$6.25 or \$6.70, once in a while it might be \$7.00. I ride cabs 5 nights a week; I work at North Beach Restaurant. I'm a regular. I got out of the cab and the driver read \$8.95, I said you got to be kidding me? The driver said "why, if you don't have the money you don't have to pay me. I said it's not about the money; it's about you overcharging your customers, your locals and the tourist. The driver said, if you don't have the money, you don't have to pay me. I said I got the money or else I would have got in your cab. I am upset that the meter reads almost nine dollars when it should bread 6. I'm going inside to report you to Taxi Commission. That's when he lost his cool and started curing at me. I got out of the cab and played him and tipped him \$1.05, I usually give the drivers a 3 dollar tip. As I was walking into my apartment the deriver offer to take me back to the starting location and driver me back to see if the fare would change. I told him, you have got to be crazy I have to back to work in an hour. The said ride the bus from now on, f you, f yourself."	03/19/2011	03:07	pm	Regents_Cab	2021		Blue Regents cab, small SUV	No	Columbus and Union	Sutter and Larking
944872	8/20/11 6:36 PM	See before.... - - - per caller... I asked not to take Turk... he still takes it.. asked for him to take Fell. He argued with me about which way is faster. He has done this twice to me now [used him last week ]and he should not argue with me. I am a paying customer and don't want the driver to argue with him.	08/20/2011	06:33	pm	Town_Taxi_Cab	270	9999	Smaller cab -	No	2206 Jones	95 Judah
944923	8/20/11 9:20 PM	The patron states: I am just angry. We got into the cab, she asked where we were going and we gave her the business card with the address. She started asking where this place was at. We do not know. We are from out of town. She said How and I supposed to know. If you like I can drop you off at the Police and you can sit with them and tell them how to get there. You are the cab driver you should know. I sat behind her quietly but she said You are insulting me. The driver threatened to throw us out of the cab. She then turned the radio station to the Hispanic station, presumably because I am of Hispanic discent. Then I sat quietly. She tried to call the hotel. They would not answer. I am thinking why dont you call dispatch. She then said that she is not a Daly City Driver she is a San Francisco Taxi driver. She then got ahold of a dispatcher. I stayed quite. Had she been respectful she would have gotten a decent tip. Then she told me I was wrong, we should have left her a tip. This is my first and last trip to San Francisco, She yelled "Cheap Ass, you are wrong, you are wrong. You come talk to me. at the hotel What kind of employees do you have? She would not let me see her ID. - - - The patron did not know. The last cab we had in the city the gentelman was a gem, he got a 15.00 tip.	08/20/2011	09:20	pm	United_Cab	830	99999	A white van	No	Candelstick	Alpine Inn Daly City - 560 Charter

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
945232	8/21/11 5:35 PM	please see details below. - - - Per caller... inside the cab, dried vomit, very bad smell, duct tape holding things together in the cab...	08/21/2011	05:30	pm	Yellow_Cab_Co_op	1328	99999	yellow	No	Fisherma n's wharf	Interco ntinent al Hotel
945434	8/22/11 8:58 AM	Caller sttaes taxi driver made illegal lane changes that was dangerous to other motorist one the road. - - - The complaint was called in by a motorist states this driver of the taxi crossed 2 lanes from the left lane over to the right lane with out a signal and then crossed two lanes from the right back to the left with no signal in a matter of one block. Motorist states that it was a very unsafe change of lanes and there was alot of traffic and was driving outrageous. Motorist states that the taxi driver also held his cell phone out of the widow and appeared to be taking a picture while driving.	08/22/2011	08:25	am	Yellow_Cab_Co_op	338	9999	4 door sedan	No	Pine Between	Montgo mery and Sanso me
945655	8/22/11 11:52 AM	The caller was hit from behind by a cab while loading his luggage into the trunk. - - - The caller states that as he was entering a cab a yellow cab driver hit him from the back as he was loading his luggage into the cab's trunk he was hiring.Cab driver states that he did not even see the cab coming because his back was towards the driver of the cab that hit him. The caller states that the cab he hired named Rafiq Khan Badge number 60513 with Luor cab witnessed this,	08/22/2011	11:45	am	Yellow_Cab_Co_op	344	99999	Yellow 4-door sedan.	No	SFO	
945858	8/22/11 3:37 PM	Driver blocked traffic turn lane and did not use blinkers. See details below - - - Motorist behind driver said this was at Folsom and 11th Street the cab got to the corner when the light was red but the driver did not use blinkers so drivers behind were honking thinking something was wrong. The driver never had the courtesy to put the blinkers on to let us know that he was going to stay there. Also he made an intent to make a right turn but the passenger got off and then he made a wide left turn	08/21/2011	05:30	pm	Royal_Cab	15		mustard yellow and burgundy	No	NA	NA
945881	8/22/11 4:08 PM	Patron states I flagged it down at 9th st and howard.Two of us got in the cab.I told the driver where we are going to South Van Ness and Market St.The driver did not hear me correctly so I repeated myself.The driver said dont yell at me.The driver said F*** Y** get out the cab.My friend told him &quot;he's hard of hearing&quot;;I told him no I'm not getting out.The driver did not have his ID displayed on the dashboard.I believe this driver was not the original driver that why his ID was not displayed. - - -	08/22/2011	03:15	pm	Royal_Cab	1205			No		
945978	8/22/11 6:30 PM	Caller stating driver is on the opposite side of the street as we are talking. He's traveling southbound on northbound 3rd St at 1700 block and 16th street. - - -	08/22/2011	06:30	pm	Fog_City_Cab	707		n/a	No	On Third St.	
946526	8/23/11 2:22 PM	Please see complaint details below. - - - Caller is letting us know that he has called 3 times and each time was told a cab was being dispatched - it has been 30 minutes and no cab has shown up. Dispatch was very rude ...	08/23/2011	02:22	pm	Yellow_Cab_Co_op	9999				860 Corbett	St Francis Drake

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
946578	8/23/11 3:36 PM	Driver of cab refused his fare. - - - Patron states that he hailed cab and driver asked where he was going and was told "Fillmore and Jackson" and the driver said "NO I wont do it" and drove off.	08/23/2011	03:30	pm	Town_Taxi_Cab	429	9999	4 door crown victoria	No	Union and Van ness	Fillmore and Jackson
946793	8/23/11 9:03 PM	i was in a taxi and i had to pay with my credit card it was 10.00 and i wanted to pay a 1.00 tip, she got upset that that was all i was tipping and said thats it and started yelling that nobody even takes cards anymore but she never said that she didnt take them before i got in, or i wouldnt have gotten in, and she had a working credit card machine, i thought it was an inappropriate, because you cant demand a tip, she made me very uncomfortable. - - -	08/23/2011	09:00	pm	Yellow_Cab_Co_op	1216		yellow		castro & market	lincoln & 10th ave
946820	8/23/11 10:51 PM	The caller states, "I was riding in the taxi and we were going 30-35 miles per hour behind a bus. The driver was texting while driving which is highly unsafe. I asked her to stop texting while driving; she eventually stopped about 2 minutes later."  - - -	08/23/2011	10:50	pm	Yellow_Cab_Co_op	1168		Yellow	No	Market & Sutter St.	Filbert & Gough St.
946824	8/23/11 11:23 PM	WOULD NOT TAKE CREDIT CARD PAYMENT - - - PER RIDER - CAB WOULD NOT TAKE CREDIT CARD, HE HANDED THE PASSENGER A FLYER STATING NOT TO TAKE CREDIT CARD PAYMENTS FROM CUSTOMER.	08/23/2011	11:23	pm	Royal_Cab	20	9999	GOLD AND RED	No	MINA & MARKET	GOLDEN GATE * & BRODE RICK
946931	8/24/11 9:09 AM	CUSTOMER STATES THAT I GOT INTO THE CAB IN THE MARINA AND I WANTED TO GO TO 2ND AND BRANNAN. I TOLD THE DRIVER TO TAKE BATTERY DOWN TO GET ME THERE FASTER AND SHE WAS ON THE PHONE TALKING TO SOMEONE. SO SHE IGNORED ME THE WHOLE TIME AND THEN SHE ENDED UP GOING DOWN MONTGOMERY, WHICH WAS GOING TO TAKE LONGER. SHE STOPPED THE CAR AND DEMANDED ME TO PAY THE FARE, BUT SHE DOES NOT WANT TO TAKE TO THE PLACE I WANT TO GO. SHE REFUSED TO TAKE ME TO MY DESTINATION. - - - CUSTOMER STATES THAT I GOT INTO THE CAB IN THE MARINA AND I WANTED TO GO TO 2ND AND BRANNAN. I TOLD THE DRIVER TO TAKE BATTERY DOWN TO GET ME THERE FASTER AND SHE WAS ON THE PHONE TALKING TO SOMEONE. SO SHE IGNORED ME THE WHOLE TIME AND THEN SHE ENDED UP GOING DOWN MONTGOMERY, WHICH WAS GOING TO TAKE LONGER. SHE STOPPED THE CAR AND DEMANDED ME TO PAY THE FARE, BUT SHE DOES NOT WANT TO TAKE TO THE PLACE I WANT TO GO. SHE REFUSED TO TAKE ME TO MY DESTINATION.	08/24/2011	09:00	am	Yellow_Cab_Co_op	409		YELLOW		MARINA	2ND AND BRANNAN



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
947205	8/24/11 2:08 PM	Passenger stated that the driver picked us up on Sutter & Jones and asked us where we were going and we said California and Grant and I asked him whether he would take Bush street and he said fine. And then he drove us up around the corner and as he turns around the corner he told us he won't take us to Grant and will just let us off on Bush. I said we will complain. And he said get out and I will not take you there. He slammed his brake. The other passenger's name is Bryan Davis. - - -	08/24/2011	01:50	pm	Yellow_Cab_Co_op	320		Yellow color cab	No	Jones & Sutter	Jones & Bush
947358	8/24/11 3:59 PM	Motorists states that "I am travelling southbound on Van Ness. The incident happened before Van Ness and Golden Gate. The cab driver was driving at a high speed and cutting people off. It's ridiculous"; - - - Motorists was not able to see the the taxi cab driver.	08/24/2011	03:55	pm	SF_Taxi_Cab	9064		Mini van, SF Taxi Cab, red and tan color	No	NA	NA
947565	8/24/11 10:36 PM	caller states i got picked up at the sfo i ride frequently using my credit card we got on 101 near the exit and he said the credit card system was down and asked did i want to go back to the airport. he proceded to cesar chavez and i told him i wanted to be taken to the airport he proceded on to 101 north and to my destination and he stated he would take and chance and if the credit card machine didn't work it would be a free ride. and i kept saying i wanted to go back to the airport and he continued to drive on without saying anything finally he took me to my destination where he then asked for my credit card. i said i thought the credit card machine wasn't working and he stated you must be wrong in the head or something and then proceded to take my credit card and it went right through. if a cab isn't going to take your credit card it should be stated when you first get into the cab. if a person ask to be taken back to their starting point they should be taken back to their original starting point. if you ask to be let out of the cab the driver should comply. i wonder if the credit card system was really out of order. - - - driver #3891	08/24/2011	10:00	pm	Town_Taxi_Cab	918	9999	yellow van with the sliding door.	No	sfo	divisidero & chestnut
947591	8/25/11 7:12 AM	the driver of this cab was very mean,and insisted on being paid in cash - - - customer called the cab company,and the cab company stated that this cab was a counterfeit cab,the driver was rude,and he insisted that he be paid in cash and not by taxi scripts	08/25/2011	08:45	pm	Fog_City_Cab	2240	000000	unknown	No	bush and gough	at home
947765	8/25/11 10:19 AM	Inept Driver doesn't know his routes and overcharged Customer over \$3,400. - - - Patron states "The taxi cab driver didn't know where he was going. He's just charged me \$3,645. He doesn't know how to credit it back. He's asking me to credit it back. I am beyond livid."	08/25/2011	10:18	am		1083	9999	n/a	No	n/a	n/a
948150	8/25/11 3:57 PM	Pedestrian States: The taxi cab ran the red light and almost hit me and my stroller. - - - The incident happened at Spruce and California.	08/25/2011	03:55	pm	SF_Taxi_Cab	635	999999	Orange SF Taxi Cab	No	N/A	N/A



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
948153	8/25/11 3:58 PM	Cab Drivewr is covering up his credit card machine. - - - Patron states "This cab drivewr and other cab drivers are covering up their credit card machines or saying that the machines are broken because they are being charged 5% on credit card transactions. I take cabs as part of my business and need to use my credit card to verify the expense. They are providing a service. They forget that."	08/25/2011	03:55	pm		1017	99999	White Cab	No	Fremont and Market Sts.	Sacramento St and Van Ness Ave.
948239	8/25/11 5:45 PM	rude and discourteous, unsafe driving, failure to comply - - - got in cab asked driver to make an aggressive u-turn on 12th as I needed to make a left hand turn onto page and driver refused to do so. He made a weird left turn and told me to get out of the cab. Driver was so angry and aggressive and very wound up. He was cursing and swearing at me. Driver does not appear to be a safe driver. Customer would like to be called and contacted as he really needs to talk to someone about this incident and wants to know what will be done about this. 415-845-3214	08/25/2011	05:30	pm	Fog_City_Cab	1083		lime green	No	market and 12th	market and 12th
948263	8/25/11 6:18 PM	Patron States: The driver started driving before everybody was in the cab and then when we all finally got in he had driven like a mad man like we did something wrong. We asked him to pull over to let us out and he would not stop to let us out of the cab. I am from New York originally and I don't expect cab drivers to drive normally but I have never seen anything like this before and he needs to be told that he cannot do this. He endangered lives. - - - N/A	08/25/2011	06:15	pm	Yellow_Cab_Co_op	638	9999	Yellow Cab	No	Fisherman's Wharf	Fairmont Hotel on Mason Street
948569	8/26/11 11:22 AM	The caller stated, "This happened at the Holiday Inn Express in Northpoint. The driver called the front desk representative a bitch. This all seemed to start when he was trying to get the people at the taxi in front of his to get into his cab. After calling the rep a bitch, the other driver said to him, 'go ahead, you can take these guys.' I thought that might have diffused the situation, but at this point he told the representative that he would be back for her as he was getting ready to leave. The hotel representative also called into Yellow to file a complaint." 311 asked caller if he knew whether the hotel representative had called the police or felt she needed to contact the police. The caller stated that he did not believe she had and that there were lots of other people at the hotel. - - - Rude and threatening.	08/26/2011	11:00	am	Yellow_Cab_Co_op	620		Yellow	No	Holiday Inn Express on North Point	
948751	8/26/11 2:24 PM	Patron states usually I take this ride everyday fromn the senior place and that's over on 24th St. & Castro St.to 106 appleton and its normally around \$6.25 or \$6.70 or \$7.15 maybe but rarely if there is traffic. When I got out he let the meter still running as he was doing the credit card machine we had already stopped and the fare came to \$8.50. The meter was jumping pretty fast anyway and I know what the amount should be. He had the old fashion credit card machine instead of the new paratransit meter. I am a senior. - - - Caller states the cab number was 634 or 624. Driver ID number is 62678	08/26/2011	01:50	pm	Arrow_Cab	9999	62678	Yellow & Red	No	24th St. & Castro	106 Appleton Ave.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTEST ART	TXTE ND
948771	8/26/11 2:32 PM	driver seemed to over charge and was rude and discourteous - - - credit card statement says this is from &quot;Quick Cab Service&quot; 510-304-4523 Basically the cab driver got very disgruntled when customer said he only had a credit card. Then driver did not really have a proper credit card machine and just rubbed the credit card on some type of a receipt. Then after viewing the receipt on a later date customer realized cab driver had over charged plus driver had put a different date.	08/17/2011	03:00	pm				not sure	No	not sure	marriot union square
948869	8/26/11 4:12 PM	fare refusal, discourteous and rude - - - This was either cab # 3233 or 2322 license plate # CROCAB Customer was waiting in the taxi line in front of the Hyatt downtown and got up to the front of the line and driver asked where she was going and she said to the Haight. Driver said he did not have the time to take her. Customer told driver it was illegal to refuse a fare and that driver needed to turn off his meter if he was going to pick up that other girl. Driver just speed off almost running over customers foot with the car door wide open and went over and picked up the other girl.	08/26/2011	04:10	pm	Royal_Cab	3233		red and gold	No	Hyatt	
949094	8/27/11 1:49 AM	We tried to pull him over, his light was on, he was on duty and he waived us off and said no. - - -	08/27/2011	01:50	am	Yellow_Cab_Co_op	512		Yellow Cab	No	Polk and California	
949122	8/27/11 8:41 AM	Passenger says the taxi driver was called for 7:45AM and started to charge at 7:40 AM. Passenger mad for being over charged. - - - Passenger said that they were bringing luggage down at 7:40AM and the passenger said we were not ready yet. Passenger had got in the cab and the meter was running. Passenger asks why is the meter rung? The driver said I started loading at 7:40AM so I going to charge from that time. Passenger said we asked for you to be here at 7:45 and we were not ready because we were still bringing down our stuff and you came early. Passenger said they had to go the airport and had no choice but to pay,	08/27/2011	07:40	am	Yellow_Cab_Co_op	783		Yellow		76 pond	SFO
949294	8/27/11 1:39 PM	Patron states &quot;I asked to go to 53 carmel and told him he could take 19th ave or go through downtown if he knows where hes going but he went the wrong way. I'm on 18th and Taraval. The biggest problem is that he's sitting here and arguing with me. I just want to get to my destination.&quot; - - - n/a	08/27/2011	01:40	pm	Yellow_Cab_Co_op	9045		yellow cab	No	SFO	53 Carmel
949411	8/27/11 5:41 PM	Customer states that &quot;I flagged the cab. He stopped and talked to me. I said, I wanted to get to the ballgame and he said &quot;no way&quot; and drove away&quot;; - - -	08/27/2011	05:26	pm	Yellow_Cab_Co_op	480		yellow cab, small SUV	No	Polk and Chestnut	2nd and Townsend

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
949505	8/28/11 1:59 AM	Caller stated "So we got in the car and we took it from the Mission. We got a ride with him and I'm with my friend sthat have lived in the city for years now and they always use cards. When we got to their residence, he completely freaked out on us. when we found out he didnt accept cards, we were very sorry and said none of us have cash. He started to drive off with my girlfriend in the back seat. I tried to get in the car and he said you annot come. I said that I'm not going to let some cab driver take my girlfriend away somewhere. He was driving us and saying F you F you. We were willing to go to an ATM to get him some cash. He was out of control. I was the only guy in the group and the rest were girls. He was being very offensive. He was yelling the word Fuck every 2 seconds."" - - - NA	08/28/2011	01:55	am	Black_White_Ch ecker_Cab	9999	52003	NA	No	NA	NA
949771	8/28/11 6:09 PM	see details in comment section - - - Patron said that taxi driver was rude to passenger's mother when she asked driver to slow down and while paying. Driver was driving carelessly and took long way to destination.	08/28/2011	06:00	pm	Yellow_Cab_Co _op		508	yellow	No	Pier 33	155 Noe Street
949788	8/28/11 6:54 PM	per caller... flagged cab down,told him where I was going.. but he didn't seem to know where he was going. Then I noticed that he didn't have his Taxi I.D. I asked him about this and he told me that he wasn't going to get one for a couple of months. So, my complaint is that he wasn't the real cab driver and I feel that he was driving for someone else. - - -	08/28/2011	03:00	pm	Yellow_Cab_Co _op	407	99999	Yellow	Yes	9th and Harrison	Safewa y...16th and Bryant
949800	8/28/11 7:27 PM	The pedestrian reports: I was walking down the street near the cable car stop. This cab driver came driving down the street beeping at people as though he were trying to get a fare. This beeping then continued down the street and around the corner. The city is noisy enough without this type of additional disturbance. - - - n/a	08/28/2011	07:27	pm	Yellow_Cab_Co _op	831	9999	SUV, yellow	No	Union Mason	N/A
950511	8/29/11 3:12 PM	See comments - - - Called in by Security Manager at Palace Hotel reporting hotel doorman Albert Vital reported to hotel security Valdimir Kovalcuk while he was on lobby patrol that cab driver Gin Elanco yelled at him and grabbed Vital's hand. Doorman felt taxi driver behavior was inappropriate and not adhering to Palace Hotel policies. Hotel security advised driver of inappropriate behavior and that he is banned from Palace Hotel property. Customer contacted Yellow Cab and was referred to 311 to file complaint	08/24/2011	11:00	pm	Yellow_Cab_Co _op	69		license plate 83151B1	No	NA	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
950588	8/29/11 4:18 PM	Driver didn't know where he was going, drove erratically once he did. - - - Patron states "We were picked up outside the Marquis. The Doorman told the Driver that we needed to go to the Oakland Marriott Civic Center. He seemed to know where that was. He couldn't spell Broadway. He put the Marriott Civic Center into the GPS. Meanwhile, we're driving around. The meter was up to \$6-7-8 dollars. He found out where we were going and started to drive like a crazy man. This was the worst cab drive of my life, and I've been all around the world. He drove up to 80 miles per hour across the bridge. He weaved in and out of traffic. He pulled over into a median when we missed the turnoff."	08/29/2011	02:45	pm	Yellow_Cab_Co_op	325	99999	Yellow cab	No	San Francisco Marriott Marquis	Marriott Downtown Oakland
950592	8/29/11 4:20 PM	Taxi driver deliberately cut me off as I was driving a school bus at the location 6th on the 280 Highway (on the freeway) right before Mariposa. I had my blinker on the entire time as I merged (with enough space) he then sped up and cut me off. The driver then threw on his brakes which caused me to throw on my brakes. The driver then got over to the far lane and sped off. - - - Driver needs to be reprimanded for his action and careless driving.	08/29/2011	03:45	pm		256		Red (on the top and bottom of vehicle) and Cream (along the middle) with several advertisement on the vehicle.	No		
950824	8/29/11 10:19 PM	Patron stated "I was driving at 8:15 pm on Stockton and North point. Approaching North point. I had passengers in the car out of no where a yellow came around me on a two lane street just to pick up a fare. I was going 30 and he was going 50 mph. It was a danger cause he literally went around me. It wasn't a four lane road. Cab number 439. This is dangerous driving and not necessary." - - -	08/27/2011	08:15	pm	Yellow_Cab_Co_op	439		Yellow cab	No	Northpoint & Stockton	
951091	8/30/11 10:53 AM	The patron stated, "the driver did not know where he was going. He doesn't know what he is doing and he is a dangerous driver. I was trying to go to Fisherman's Wharf from SFO. He turned off at Bayshore Blvd & Brisbane. He was literally lost and could not get downtown." - - - PLEASE NOTE: The patron also advised that there was no driver name or badge number inside the cab. Also, the driver would not acknowledge the patron earlier, when the patron was trying to ask where the driver was going. The patron had to ask the driver to let him off at the nearest gas station. The patron was dropped off near the Caltrain station, where he boarded the train to go to San Francisco, to the 4th & King stop.	08/29/2011	10:54	am	Crown_Cab	1239		Crown Cab	No	SFO	Fisherman's Wharf

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
951184	8/30/11 11:58 AM	See below for complaint. - - - caller had to call 3 times for a pickup and no one showed up. Cabs were dispatched per the dispatch office but they never showed. Cab numbers were.. #2757 #858 #1256 Caller waited for 45 mins and never got a cab.	08/30/2011	10:30	pm	Yellow_Cab_Co_op	2757		Yellow	Yes		
951187	8/30/11 12:02 PM	see below.. fell asleep while driving the cab. - - - per caller this driver fell asleep at the wheel. On Embarcadero.. was hitting the gas in the middle of 2 lanes.... fell asleep while driving.	08/20/2011	09:30	am	Yellow_Cab_Co_op	9999	99999	Yellow	Yes	1407 Shotwell	1300 Battery
951210	8/30/11 12:22 PM	passenger states: when the driver got to 1600 divisadero,I gave her my paratranst debit card; an individual approached to help me out of the cab but the driver was apparently having problems with the card, and she told me to get back in ; I believe that I had 117. dollars on the card; I explained to the driver that I only had one dollar in cash and that I had an important appointment to get to; the driver was demanding payment;this went on for 10 minutes; the driver ended up taking my dollar and then driving off; I feel steps should be taken to prevent drivers from humiliating passengers. - - - call made on behalf of elderly, russian speaking client client by her social worker	08/03/2011	11:30	am	Yellow_Cab_Co_op			sedan	Yes	477 o'farrell	1600 divisad ero
951480	8/30/11 6:48 PM	see below - - - Taxi patron states, &quot;I was waiting in line and there was another person waitng in line there was some confusion because a lot of cabs waiting. The cab driver thought for some reason that I cut another patron in line the other patron didnt think i cut I dont know why he thought this. He cab driver was upset and began yelling at me, I again explained to him that I did not cut in line. I got in the cab and we began leaving SFO and he began yelling a cursing at me again saying that I shouldnt cut in line....he then got even angrier when I told him I was usign a credit card. He pulled the cab over and kicked me out on the side of the road. I had to walk back to cab area in SFO to catch another cab.&quot;;	08/30/2011	06:45	pm	Yellow_Cab_Co_op	049	999999	yellow	No	SFO	unkno wn

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
952066	8/31/11 1:58 PM	CUSTOMER STATES THAT WHEN SHE GOT INTO THE CAB SHE NOTICED THAT THE DRIVER KEPT SPEEDING UP AND SLOWING DOWN. SHE THOUGHT THAT HE WAS TEXTING BECAUSE HIS HEAD WAS DOWN. SHE THEN REALIZED THAT HE WAS FALLING ASLEEP AT THE WHEEL. SHE SAID THAT ANOTHER HONKED AT HIM AS HE WAS MERGING THROUGH LANES ON THE FREEWAY, HE ALMOST STOP IN THE MIDDLE OF THE ROAD WITH ONCOMING TRAFFIC. SHE SAID SHE TALKED TO HIM ALL THE WAY UNTIL SHE GOT HOME. SHE STATED THAT SHE GOT OUT AND TOLD THE DRIVER THAT HE MAY NEED TO GET SOME COFFEE OR SOMETHING TO KEEP HIMSELF AWAKE BECAUSE THIS COULD BE VERY DANGEROUS. THE DRIVER SAID THANK YOU AND ROLLED DOWN ALL THE WINDOWS. SHE SAID SHE WENT INSIDE HER HOME AND THE CAB DRIVER STAYED PARKED IN HER DRIVEWAY FOR ABOUT 5 MINUTES. HE HAD FELL ASLEEP. - - - CUSTOMER STATES THAT WHEN SHE GOT INTO THE CAB SHE NOTICED THAT THE DRIVER KEPT SPEEDING UP AND SLOWING DOWN. SHE THOUGHT THAT HE WAS TEXTING BECAUSE HIS HEAD WAS DOWN. SHE THEN REALIZED THAT HE WAS FALLING ASLEEP AT THE WHEEL. SHE SAID THAT ANOTHER HONKED AT HIM AS HE WAS MERGING THROUGH LANES ON THE FREEWAY, HE ALMOST STOP IN THE MIDDLE OF THE ROAD WITH ONCOMING TRAFFIC. SHE SAID SHE TALKED TO HIM ALL THE WAY UNTIL SHE GOT HOME. SHE STATED THAT SHE GOT OUT AND TOLD THE DRIVER THAT HE MAY NEED TO GET SOME COFFEE OR SOMETHING TO KEEP HIMSELF AWAKE BECAUSE THIS COULD BE VERY DANGEROUS. THE DRIVER SAID THANK YOU AND ROLLED DOWN ALL THE WINDOWS. SHE SAID SHE WENT INSIDE HER HOME AND THE CAB DRIVER STAYED PARKED IN HER DRIVEWAY FOR ABOUT 5 MINUTES. HE HAD FELL ASLEEP.	08/31/2011	01:00	pm	Delta_Cab	5405	99999	VINA CAB - YELLOW IN COLOR	No	SFO	BELMONT

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
952315	8/31/11 6:53 PM	Cab was dispatched but refused the fare he was dispatched for and picked up another fare at the same location. - - - ADA Patron, stated that "I am at UCSF medical center with my mother who comes here for chemo every week. We dispatched a Luxor cab and Luxor called and told me my driver has arrived. When the driver pulled up I went to the cab to enter with my mother who is in a wheelchair. The driver asked me "who's pay for this?", I told him "ACS", he asked "Who is ACS?", I told him "The American Cancer Society". I've never had an issue before with ACS paying, ususally the drivers just call and verify. There was a Russian woman nearby who said something in an accent. The driver asked her, "Do you speak Russian?", the woman said "Yes" and they began to speak to each other in Russian. I had my hand on the front door to enter the cab and the Russian woman had her hand on the back door. The driver told me, "I'm not taking you" so I told him "I'm going to call in on you right now!", he then told me "It doesn't matter". The Russian woman got into the back seat of the cab and they drove off! I've never experienced anything like this before, the driver was very rude and unprofessional!"	08/31/2011	06:50	pm	Luxor_Cab	2198		Luxor SUV	Yes	1600 Divisadero	
952329	8/31/11 7:28 PM	Driver was extremely aggressive and refused to take credit card as fare. - - - Patron states that : "I got in the cab and the driver was unwilling to allow me to use a credit card and demanded that I must use cash. As he was pulling away from the curb he was very close to knocking a woman down. The driver was screaming at the woman who was trying to get into another vehicle and finally I decided to just get out of his cab and catch another".	08/31/2011	07:20	pm	Veterans_Cab	624			No	555 California-Cab stand	(same location)
952378	8/31/11 10:19 PM	Cab driver almost hit 3 pedestrians at the crosswalk - - - Visitor from Chico, CA observed the above cab driver almost hit three pedestrians while they were at the crosswalk northerly direction on Columbus at Kearny. The cab driver had a red light and he honked at them. He came to a screeching top with his brake slammed.	08/31/2011	10:10	pm	Metro_Cab	304		red and yellow colored cab (SUV)	No	n/a	n/a
952404	9/1/11 5:02 AM	Door man of the Hyatt Regency deprived the taxi cab drivers of earning his customers - - - Cab driver stated that the door man of the Hyatt Regency deprived him of gaining his customers. He stated that the door men would pay the limo drivers, there were 3 limos, \$10 dollars each for stealing his customers at the hotel. The door man would tell the customers that they have a choice of taking a limo or a taxi and they are the same price.	08/31/2011	04:55	am				n/a	No	5 Embarcadero Center	5 Embarcadero Center

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
952417	9/1/11 7:01 AM	Driver of the taxi refused to provide a fare. Passenger walked up to the taxi parked at Harrison and 7th at the standard station asked ride to 7 and Bryant. The driver replied to intending passenger you don't look like you have any money and drove off. - - - fare refusal	09/01/2011	06:59	am	Luxor_Cab	9006		Luxor dodge van	No	7th and Harrison	Fare refused
952468	9/1/11 8:24 AM	BYSTANDER STATES: THE CAB RAN A RED LIGHT AT GOUGH AND OAK. THIS IS NEXT TO A GRADE SCHOOL WITH CHILDREN ON THEIR WAY TO SCHOOL. I WAS IN THE CROSSWALK WITH A LITTLE GIRL AND HER MOTHER AND WE ALMOST GOT RAN OVER. - - -	09/01/2011	08:24	am	Yellow_Cab_Co_op	603		YELLOW CAB	No	GOUGH AND OAK	
952593	9/1/11 10:17 AM	Credit card machine broken - - - Patron states "there are a usually high percentage of inoperable credit card machines, notably in Yellow taxis. I speculate that it's due to the high percentage (5%) that the taxi companies charge the driver. This may be the reason that the drivers are not willing to fix the credit card machines. Nor are drivers allowed to use their own personal devices to take credit card payments."	09/01/2011	10:16	am	Yellow_Cab_Co_op				No	SOMA	Brannan
952633	9/1/11 10:45 AM	Passenger stated: We were suppose to go to the Palace of Legion of Honor but the cab driver deliberately took us to the Palace of Fine Arts Exploratorium and then went to Legion of Honor. It costs us \$27 to go to the Legion of Honor. And on our way back with another taxi driver who took us the right way it cost us \$19 only. I am sure it was deliberately...I even showed him the map. And also his excuse that we told him to go to the Fine Arts Museum but we told him & the doorman at the 4 Seaso's Hotel to go to the Legion of Honor. - - - This happened between 9-30 & 10am.	08/31/2011	09:30	am	Yellow_Cab_Co_op	1292	48783	color of cab is yellow	No	757 Market street	Legion of Honor
952649	9/1/11 10:53 AM	There are two issues. "The first is that this taxi driver has a sticker that says he accepts payment through Square and when I asked him he didn't accept it and didn't know anything about it. He shouldn't advertise it if he doesn't accept it. I then asked him if it would be possible to go up Embarcadero and turn left onto Market and he said yes. But he then proceeded to continue up to Washington, and he only turned there because I told him to. From there, he needs to make a U turn to take me where I'm going. There are two left turn lanes at the intersection, and he was in the right hand left turn lane. I asked him what he was doing and he said he was going to make a U turn. I told him he can't make a U turn from the outside lane. He then proceeded to tell me that there was no signage that says he couldn't make a U turn from that lane. But the cars on the inside left turn lane aren't guaranteed to make a U turn -some may just be turning left, so obviously you can't make a U turn from the outside lane. I don't know if he wasn't listening or if he just doesn't pay attention -you can't make a U turn because it's dangerous." - - -	09/01/2011	08:45	am	Regents_Cab	88			No	Caltrain	1 Landmark



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
952702	9/1/11 11:39 AM	Customer states: I want to complain about this cab driver. He said I should be wearing shorts with my nice legs, and should work on Broadway! I made him stop and got off at Hyde/Sutter. - - - ma	09/01/2011	11:38	am	Bay_Cab	309		Bay Cab	No	Broadway/Columbus	Hyde/Sutter
952938	9/1/11 3:03 PM	Patron stated "The driver was on a teleconference call while he was driving me. The taxi driver had to hold his phone up while he was driving. "	09/01/2011	02:55	pm	Yellow_Cab_Co_op	408	65854		No	555 California	1550 Eddy
952971	9/1/11 3:35 PM	The patron states: You need to do something. This driver is all over the place. He is talking on his cell phone, seems to be impaired. Shit he anit supposed to be doing. We almost ran over shit. - - - The patron states: The driver is driving erratically. The driver was talking on the phone. Shit he anit supposed to be doing. We almost ran over shit.	09/01/2011	03:25	pm	Yellow_Cab_Co_op	405	65854	Sedan	No	1550 Eddy	1550 Eddy
953105	9/1/11 5:52 PM	Motorist stated, "I was going westbound on Sutter St. When I got to Gough and I was making a left on the left turn only lane and this yellow cab on the center lane made the left turn and cut me off. It almost caused an accident and I had some people in my car. Then this guy went into the middle lane which I was in and then he flipped me the bird. Then he sped down Gough St and I didn't bothered to chase him because it was heavy traffic."> - - - n/a	09/01/2011	05:36	pm	Yellow_Cab_Co_op	234		Yellow Cab Company, SUV style	No	n/a	n/a
953195	9/1/11 9:24 PM	The driver was driving reckless, he was exceeding the speed limit. He almost ran the red light, he passed cars in the intersection - - -	09/01/2011	09:00	pm	Yellow_Cab_Co_op	1351		possibly Yellow cab-hybrid	No	SFO	El Camino & 3rd Ave-San Mateo
953210	9/1/11 10:45 PM	Caller stated "The guy was speeding and I told him to slow down because he caught a red light. he starts speeding and I told him to slow down again. This guy tells me to go fuck off. If i dont like the way he drives that I can get out. This is ridiculous, this is unbelievable. He had no reason to go tell me to go fuck off and kick me out of his cab. Where am I going to get a cab now?" - - - License plate number is 8Y70170	09/01/2011	10:40	pm	Royal_Cab	1034	999999	Toyota Camry possibly	No	North Beach	Inner Sunset
953342	9/2/11 8:53 AM	hotel (Palomar) doorman/Matt reports: a guest, with a suitcase had a prepaid voucher for desoto cab; the driver, after this passengers bag was put in the trunk, refused to take this hotel guest to KGO on Front St., saying, "get out it's too busy across the street."> - - - n/a	09/02/2011	08:00	am	DeSoto_Cab	2085		van/blue, white trim		12-4th st	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
953404	9/2/11 9:51 AM	Customer states: I have witnessed this Yellow Cab driver, parked at this Taxi Stand at this coffee shop corner, turned away 3 sets of low-income black people. There's one who needed to go to the court, driver said he's not taking passengers and that he had an appointment. Then I saw a white guy came out of the coffee shop, walked up to the driver and asked if he can get a ride. Driver said yes to him. This is too humiliating! Taxi drivers look at you, ask where you're going, then decide if they want to pick you up! That's not how it works! They are supposed to pick up whoever needs the service! They need to be told for higher standard service to customers! I have tried calling Yellow Cab 6 times, but after going through their phone trees, got disconnected while holding for them. Did not get through to a live person at all! I am going to call Taxi Commission about this also. Thank you. - - - NA	09/02/2011	09:45	am	Yellow_Cab_Co_op	1233		Yellow Cab	No	the Taxi Stand at corner of Cyril Magnum /Ellis St.	NA
953540	9/2/11 11:47 AM	THE CAB DRIVER WAS ON SACRAMENTO. INSTEAD OF WAITING FOR HIS TURN AND LETTING THE PEDESTRIANS CROSS FIRST, THE DRIVER JUST RUSHED AND MADE A RIGHT TURN ONTO BATTERY. HE ALMOST HIT THE PEDESTRIANS AND INSTEAD OF STOPPING HE JUST DROVE OFF. ON OF THE WOMAN HE ALMOST HIT BEGAN TO YELL BECAUSE SHE WAS SO SCARED. I WAS RIGHT THERE AND I SAW IT HAPPEN. - - -	09/02/2011	11:42	am	Yellow_Cab_Co_op	217		YELLOW CAB	No		
953552	9/2/11 11:57 AM	I was waiting at 4th and Mission and I wanted to go to the court house and could not get a taxi at all. What I witnessed was every single taxi company passing myself and others up because they wanted to go to hotels in order to get airport fares. These taxis were empty, and there were also some tourists that were trying to get to a cab because they'd just bought a bunch of stuff at a container store. I had to walk because no one would stop. - - - Multiple taxi companies.	09/02/2011	11:00	am						4th and Mission	Courthouse
953555	9/2/11 12:00 PM	taxi driver reports: he is turning down short rides, just so he can get airport rides; this is taking place at Moscone north at the cab stand. - - - n/a	09/02/2011	11:54	am	Yellow_Cab_Co_op	5		prius; yellow	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
953708	9/2/11 3:10 PM	The motorist stated, "the taxi driver made an illegal left hand turn off of Market, traveling eastbound on Market. He darted out when the light changed, obstructing the flow of traffic and causing me to run into him at 3rd St, cross street of Market. I was traveling west on Market. We pulled over to exchange information. He exchanged some information and he started begging me to handle it without the insurance company. He said he would lose his job and so on and so forth. He reported his car stolen that evening, information that I got from the night driver of Town Taxi, so that he could have the repairs done to his car, without Town Taxi knowing. Then he procrastinated with the repairs on my car for several days and then he never reported the accident. But to me, he said that he reported this as a hit and run, that I hit him, which I later checked with the Police and found out that this was a lie. I went to Town Taxi and they gave me some information but they were not very cooperative or helpful under the circumstances. I have been a taxi driver myself and I know that they teach you not to make that left hand turn off of Market. It's been over 2 weeks and my car is still not repaired as I have had to deal with Muhammad's lies. Currently, my back is hurting due to the accident. I use my car for work because I'm a delivery driver, so I have been out of work for 2 1/2 weeks." - - -	08/16/2011	03:15	pm	Town_Taxi_Cab	96		Town Taxi	No	3rd St & Market	N/A
953758	9/2/11 3:47 PM	He was speeding and hit a bump really hard. Ive been having back issues but thats not the point. He was not in his professionalism. This driver was in a royal Taxi cab number is 1034. License plate is 8y70170. He picked up up from North Beach at Bimbos. He made an illegal u-turn on Columbus. He went to Bay, left there and contined to my girlfriends. He ran the red light...it was yellow turning red. I asked him if he could slow down. He slowed down. He took us to Sunset and Irving for my girlfriend. I asked if he could take me to Burlingame. I told him at the start it would be 2 stops. Then we made our way back to Sunset Blvd. He started speeding again. He ran another red light. He said if I didnt like his driving I could drive myself. I said I just want you to drive me home safely. Ive been in a few accidents with other people driving and I would rather you know not. He continued to drive. He started to speed again. I couldnt say anything. He could see I was getting upset. this was after Sloat, we went around a curb and I asked him to slow down again. He told me to F OFF, he slowed down and told me to GET OUT OF THE CAB. Im like where im gonna get a cab. I belive it was on Font. I asked him to take me home safely. And he said no. I should tell you honestly that I was upset. Thats not how we do business in this country, maybe in yours. I didnt insult him and hes F - U. Ive got my life in his hands. He started cursing and I got out of his car. Im a grown man with kids. Im not going to lower myself to his standards. I didnt curse	09/01/2011	10:05	pm	Royal_Cab	1034		Hybrid sedan, possibly Toyota Camry	No	Bimbos	Font and Sunset, next to the park

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTEST ART	TXTE ND
953779	9/2/11 4:08 PM	Patron states: "I was calling to report that I was refused cab Le Meridian hotel. He refused my cab and asked for the poeple behind me to come forward because he, he refused my fare which is illegal in california. Talked to the people behind me, through me, because those people had luggage and were going to the airport, and I was only going to Civic Center, so I was going local. He was also very confrontational. He was yelling." - - -	09/02/2011	03:45	pm	Yellow_Cab_Co_op	583	99999	Yellow Cab	No	Le Meridian Hotel - Battery St SF	NA
953788	9/2/11 4:17 PM	Patron states: "I had a problem with yellow cab #542, about 4:08PM today in front of the Hyatt Regency Embarcadero. The driver comes up next to the taxi line, there is always a line of poeple, and he was calling out to people in line from the middle lane of traffic, asking where people were going. He wanted to pick people up going to the airport because that is obviously a higher fare. I was waiting in the proper queue for a long time, I called out to him that he can't do that, especially because it meant people would be running across traffic to get this cab. He may have called me an asshole also, it was not very pleasant. On the opposite level, I can compliment Town Taxi #2507 that I am in now, that followed the rules perfectly and I am having a very pleasant ride and am almost home. I feel it's important for people to follow the rules of their job if they want the system to function properly." - - -	09/02/2011	04:08	pm	Yellow_Cab_Co_op	542	99999	Yellow Cab	No	Hyatt Regency Embarcadero, SF	NA
953822	9/2/11 5:02 PM	Citizen calling states that this driver drives 24 hours and he should not be driving that often. He is driving almost all day. - - - Citizen calling states that this driver drives 24 hours and he should not be driving that often. He is driving almost all day.	09/02/2011	05:00	pm	Veterans_Cab	220		Red w/white stripe on the side	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
953927	9/2/11 7:43 PM	Patron stated "I was trying to hale a cab on 3rd st. There were a cab who let some people off. The cab driver dropped some people across the way. I haled him. The cab driver pulled up to me and ask me where I was going. Which was not far. I was going a couple blocks and than over than to another part of the city. The cab driver said would this be cash or credit. The cab driver said you could walk over there cause I dont take credit. I was going to open the door and he drove off. Than the cab driver stopped at the Palace hotel at 3rd & market. From there I walked over to the cab driver and said why did you pull away when I was i opening the door. He said you could walk to where you were going. I said its my right to take a cab. The matradee at the hotel came over and ask me whats going on. the matradee was saying listening lets get another cab. I said its his job to drive patrons. With what ever payment they have. I told the gentlemen that i still wanted a ride. he put other people in his cab. he try to close the door on my hand. I was trying to pick up a dear one so we can go to dinner. The cab driver drove off the matradee held a cab at the Palace and said lets just get you in line and we will get you another cab. I dont have picture of the cab number and the cab driving away. - - -	09/02/2011	07:30	pm	DeSoto_Cab	1271			No	New Montgo mery & Market	
953977	9/2/11 11:38 PM	The driver was drunk. We went around the corner, I told him that I wanted to get out and wound up in a screaming match with the guy. I called Yellow cab and reported this to the police. I asked the driver his name and for identification and he wouldnt give it to me. I am unsure about the cab number. - - - I remembered the cab number when I reported it to Yellow cab so they have record of the cab number.	09/02/2011	03:30	pm	Yellow_Cab_Co _op	826			No	Hyatt @ Embarca dero	Hyatt @ Embarc adero
953981	9/3/11 12:34 AM	Hailed a cab outside the Hyatt Embarcadero center. It was a Royal Cab and I asked him if he took American Express and he asked me where are you going? I repeated my question because I'm expensing it, it doesn't matter. I put my foot into the door to sit down and that's when he took off. - - - .	09/03/2011	12:30	am	Royal_Cab				No	Hyatt Embarca dero Center	
953991	9/3/11 2:51 AM	The caller states, "I was standing @ Lombard & Fillmore St. and the taxi pulled over. The driver asked where I was going and I said, "the Sunset." He responded, "good luck" and drove off. He immediately made a left turn and picked up another patron"; - - - NA	09/03/2011	01:00	am	DeSoto_Cab	1214		NA	No	Lombard & Fillmore St.	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
954066	9/3/11 9:33 AM	No show - - - customer states I had to wait for a taxi from 11:45am till 2:45, they sent one taxi and did not stop where I was waiting , i called back and another taxi was not dispatched and I called back several times and the taxi company stated they were busy. this is not the first time this has happened, i was inconviened because I had to make other arrangements for my grandchild to get picked up and I had frozen that was damaged, I ended having to borrow a shopping cart from the Safeway which was difficult since I am disabled and I had to go back and forth twice, I am very disgusted with the company and I will not use them again, unless they make some kind of apology;	09/02/2011	11:45	am	Yellow_Cab_Co_op	9999	9999	9999	Yes	safeway-7th and cabrillo	10th and Cabrillo
954367	9/3/11 4:19 PM	This is about Vetran's Cab #225, I just got out. I take a cab from 19th and Mission to the convention center at 4th and Mission almost every day, it normally costs about \$9.00. Today he took a weird route and now it was \$3 more. When I mentioned that he started swearing and yelling at me, saying prices go up and that I am lying. I don't need to be accused of being a liar to a cab driver who took me out of my way for extra money.&quot; - - -	09/03/2011	04:18	pm	Veterans_Cab	225	99999	Vetran's Cab	No	19th and Mission	4th and Mission
954372	9/3/11 4:25 PM	Taxi ran the red light - - - Resident states the cab driver ran the red light at Hayes and Market and almost hit him.	09/03/2011	04:26	pm	Yellow_Cab_Co_op	2762		Yellow SUV			
954429	9/3/11 6:41 PM	Bicyclist stated&quot; I was riding my bike I just crossed Van Ness I believe on I was Post header east. After heading Van Ness I was heading towards Polk. I was going 25 mph. I was in the far right lane. I had a car in front of me and a taxi behind me. There was a red light at Polk. I began to slow down and however there was still 50 yards before the light. A taxi cut in front of me to turn right. It was pretty dangerous and a little space between me and the light. I just pulled up next to his window. I said you are in a scar and I'm in a bike you should be more safe. I continued to the intersection on Post. I heard the taxi speed up behind me and pulled up next to me and he was screaming out the window. He was screaming profanities and swearing at me. he said I was anorexic. I'm a skinny guy I got upset and I started to scream back at me. The taxi cab was just yelling back and forth while we were moving. Then he accelerated to the next intersection. I rode my bike to his car window because he was at a stop light and I said why are you calling me anorexic. I felt really insulted. The taxi cab he said you better back off. The taxi driver put the car in park and started to take off his seat belt. At this point I felt like he was going to attack me so I got away from the car as soon as possible. When the light turned green we were blocking traffic. Then he took off. This was happening while he had people in the car.&quot; - - -	09/03/2011	05:45	pm	Metro_Cab	897			No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
954478	9/3/11 10:46 PM	Caller stated "The driver had been smoking in the cab and it reeked of cigarettes. I just got right out of it." - - - NA	09/03/2011	08:05	pm	Bay_Cab	119	999999	NA	No	SFO	NA
954590	9/4/11 10:18 AM	failure to drive based on customer request - - - patron states "when the driver picked us up at hospital ER to transport home, when he was at miraloma he did a U turn and I stated we were going away. the driver was dangerous driving, the driver states I will drive the direction toward gough, he said we are going to take the freeway, its Saturday night why would you go. he states it was much faster, I just got out of the ER so I was not able to say more information, I have a para transit will have the record, when he printed the receipt, I got his information from. "	09/03/2011	07:52	am	Luxor_Cab	1018	1018	luxor	Yes	CPMC - Buchana n and Webster	Miraloma Park
954614	9/4/11 11:27 AM	PATRON STATES: WE TRIED TO FIT MORE THAN 3 PEOPLE IN THE CAB, 4 PEOPLE. WE GOT THE FIRST CAB 535 AND THE DRIVER REFUSED TO LET US IN AND WE ASKED HIM WHY AND HE SAID HE DIDN'T WANT TO. WE FOUND THAT ODD AND THERE WAS AN ARGUMENT. THE DRIVER YELLED AT US AND TOLD US TO GET OUT OF HIS CAB. LUCKILY WE FOUND ANOTHER CAB AND THE OTHER CAB DRIVER SAID IT WAS MANDATORY FOR HIM TO TAKE ANYONE HOME ANYWHERE. - - -	09/04/2011	01:08	am	Yellow_Cab_Co_op	535		YELLOW CAB	No	MARKET AND ND	CIVIC CENTE R
954770	9/4/11 5:19 PM	Refused to take a credit card - - - Incident occurred at the Hyatt Regency on California and California. The cab driver told the fare before he got in he did not take credit card.	09/04/2011	05:50	pm	Yellow_Cab_Co_op	345		Yellow	No		
955076	9/5/11 11:48 AM	Passenger stated she got in the cab ifo Westin St. Francis and the first thing the driver said was the 'F' word when he found out she wanted to go to the airport. The driver drove on the 101 at 30 mph and was going very slow. He kept changing lanes and cars were honking at him. He kept scratching his head and picking on the scabs on his face. He was literally bleeding and wiping it on napkin. It was gross and disgusting. He was coughing and spitting out the window. We stopped a couple of times at the signal lights and he would close his eyes and sit there. He should be in an old person home instead of driving. After arriving at the airport, the fare showed \$44. He did something and it came up to \$48.30 and he asked for \$49. Customer gave him \$60 and he asked how much she wanted back and she told him \$10. He asked if customer was giving him only \$1 and she said yes. He asked for more tip. Customer stated information on driver and was not posted inside the cab anywhere. This happened between 11:15 a.m. to 11:49 a.m. - - - Passenger stated driver should not be driving.	09/05/2011	11:49	am	Arrow_Cab	001		Arrow cab	No	Westin St. Francis	SFO

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXST ART	TXTE ND
955161	9/5/11 2:38 PM	Fare Dispute - - - Patron stated, that "I counted out \$47 for my taxi fare. I gave it to the driver then got out to get my luggage. The driver called me back into the cab and said I only gave him \$27. His dispatch was called and I was told that I would have to go to the Police Station to review the tape. I'd just gotten home and I was tired and chose not to do that. I gave the driver \$20, but I want to report this because I don't want him doing this to other people."	09/05/2011	02:29	pm	Yellow_Cab_Co_op		401	Yellow Cab - Prius		SFO Airport	4096 17th St
955244	9/5/11 5:19 PM	Caller stated that he had a party at home and 2 of his friends called 2 different cab companies and one of them was luxury, and the other was arrow, the 2 driver showed up, and when his 2 friends went to meet the drivers, the drivers just took off, the patron called arrow and asked why the driver took off and was told by the dispatcher that because he had called 2 taxi companies, and also that the driver refused to go back there since they have called 2 cab companies - - - n/a	09/05/2011	05:10	pm	Arrow_Cab	9999	9999	n/a	No	n/a	n/a
955654	9/5/11 11:56 PM	Geary and Polk - - - Resident states he was riding his bike with a few friends and the cab driver drove off without looking and resident put his hand on the cab to keep from falling. The cab driver almost hit him and this was why he put his hand on the cab. The cab driver followed him, got out of his car and began yelling "I am going to get you". The cab driver did not like Mr. Eble putting his hand on his cab.	09/05/2011	11:55	pm	Yellow_Cab_Co_op	1201		SUV			



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
956171	9/6/11 8:25 AM	Motorist states we were in stop and go traffic on King St at 3rd St near AT&T Park.We were stopped at the light in traffic.This part was my fault I was distracted and my foot slipped of the brake and I bumped into the cab going 2MPH.The driver slammed his car into brake jumped out the car and said"What the hell's the matter with you.Are you drunk".The taxi driver ask to see a driver license.The motorist ask for them to pull over because there was so much traffic.I was able to have him pull over on 3rd St.The cab driver was verbally abusive it was getting ugly that I had to call 911.The cab driver was trying to grab my cell phone out of my hand.I told the cab driver to step back I was using hard language by my own at this point.The 911 dispatcher heard what was going on and dispatch a officer.They were able to exchange to civil exchange that I wasnt able to do.The driver claimed that his car was damaged.The damaged that he point to was a crack in the bumper which was old damage and had dirt in it.I said I didnt hit yor hard enough to make any damage.The cab driver was acting rude and beligerant after a minute of that that started acting in kind.I called Royal Taxi to campliant and the dispatcher said between my and you this guy is a jerk.The guy is a Medallion holder and is high on the chain and will not be able to do anything about this. - - - Taxi cab License Plates#8V29580 Toyota Camery	09/03/2011	05:10	pm	Royal_Cab			red and dark gold	No		
956347	9/6/11 10:30 AM	the other cab driver refused to take a credit card on a short fare - - - I'm a cab driver and this cab was in front of me,the people went to his cab,and then they came to my cab and said that the driver refused to take them because he said he wouldn't take a credit card payment on a short fare.so I took them instead.	09/06/2011	09:55	am	Bay_Cab	323	000000	prius or Camry	No	at the w hotel	n/a.
956421	9/6/11 11:19 AM	The patron stated, "I actually took the cab on 8/31 and the driver said that he didn't have any change. He could only take a credit card. When we got to our house, he said that the credit card machine wasn't working. Then he took an impression of my card the old-fashioned way, so they had our full name and account number. The next day, I got a fraud alert from my credit card company that my card is being used fraudulently used in Brazil. So obviously, they are using my credit card number. According to my American Express, the taxi cab company's name was Moe's Cab, the company that charged the \$9 for the cab ride. The address is 2048 Polk St, SF 94109. They have a phone number 415-694-8059. WHen I called the number, no one answered. But then, someone called me back right away. I have caller ID, the name was Harbs Burgers. When I asked him if it was Moe's Cab, he hung up on me." - - -	08/31/2011	07:00	pm				Cab may have been black	No	The Castro	355 Buena Vista Av East

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
956604	9/6/11 2:00 PM	Patron called to file a complaint in regards to the Cab Driver smoking in his cab. The patron told me that he questioned the Cab Driver if he smoked prior to getting in the cab. The cab driver admitted that he did smoke inside his cab. The cab driver told the patron that it was only a violation if he was smoking inside the cab in the presence of the patron. The cab driver also threatened the patron if he didn't like it, the patron can catch a different cab. The patron felt that it was inappropriate and a little bit rude. - - - Patron called to file a complaint in regards to the Cab Driver smoking in his cab. The patron told me that he questioned the Cab Driver if he smoked prior to getting in the cab. The cab driver admitted that he did smoke inside his cab. The cab driver told the patron that it was only a violation if he was smoking inside the cab in the presence of the patron. The cab driver also threatened the patron if he didn't like it, the patron can catch a different cab. The patron felt that it was inappropriate and a little bit rude.	09/06/2011	12:07	pm	SF_Taxi_Cab	696		White Cab	No	Post and Franklin	1st and Howard (246 1st Street)
957537	9/7/11 2:55 PM	Driver drove erratically. Driver was rude and discourteous. - - - Patron states "I just took a taxi from the airport to San Mateo. The Driver was speeding on the freeway, driving really erratically, wasn't paying attention (almost hit a car). On top of that, he was really, really rude. I don't know why he took the fare if he didn't want to go to San Mateo. When it came to the fare, he rounded up the meter. when I asked for a receipt, he said "What do you think I'm going to do? Give you a receipt so you can make money on this taxi ride?" The receipt was written at 2:40 pm. At Poplar Ave, he sped right through a crosswalk while highschoolers were waiting to cross. There's a left turn at Poplar and Delaware. He was supposed to go straight through the light. He went into the left lane, which is a turn only lane, to bypass the traffic and then drove straight through."	09/07/2011	02:30	pm		1058		Beige minivan	No	SFO	San Mateo Drive, San Mateo, CA
957789	9/7/11 6:49 PM	The patron states: This driver was driving erratically. His behavior was odd. He kept rubbing his face and arms. He seemed to be on some kind of drugs. - - - See above.	09/07/2011	01:45	pm	Yellow_Cab_Co_op	737	9999	A yellow 4 door sedan.	No	Church and 24th St.	Union and Fillmore SFO
958043	9/8/11 9:22 AM	Inside the Taxi smelled like urine. Also, driver smelled like urine. - - - I don't understand why taxi companies send us taxi's like this. They should be inspected.	09/08/2011	09:00	am	Yellow_Cab_Co_op	411		Yellow Sedan	Yes	Hancock St.	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
958379	9/8/11 2:51 PM	Per Caller: I had a cab ride right now and it was horrendous. He didnt put on the meter. When I went to pay, he stopped. He said...oh, I forgot or something. The only way I what the cost was because I went from one place to the other and right back. This was the return trip. I paid what I paid when I got there. The driver took the same route more or less. When I first got in cab he was texting, then made a phone. He was texting while he was driving and made a phone call while he was driving. He was not wearing an earpiece. He made a 3 point turn in the middle of the intersection near Union Square he did that because he was texting and almost missed the street. He was driving really slow, it was Sacramento and then down Clay. He was going like 45 miles an hour and almost hit this lady. I never complain but genuinely I was horrified. I felt really unsafe in this cab, that Im paying to go somewhere. - - -	09/08/2011	02:40	am	Royal_Cab	912		sedan	No	Post & Mason	Drumm & Sacram ento
958562	9/8/11 5:59 PM	Motorists states that "I was preceding Steiner St southbound. The cab was behind me and I made room for him to pass. As we came to the stop sign at Duboce Ave., which is an intersection at which all the vehicle must turn, the driver did not give a directional signal. I called out "how about a turn signal?". The driver did not give out a turn out signal. I repeated, "Please give a turn signal". The driver proceeded to turn left and then turn right on Sanchez St. following another car. The car in front of the taxi was still moving and the taxi driver proceeded to pass the car illegally". - - -	09/08/2011	05:50	pm		1361		large station type sedan, beige tan color	No		
958606	9/8/11 8:08 PM	The patron states: I attempted to pick up this taxi near Pier 39. As I approached the vehicle he told me that he did not accept credit cards and that I would have to pay cash. I took another cab. - - - See above.	09/08/2011	08:05	pm	Yellow_Cab_Co_op	1180	9999	SUV, yellow	No	Pier 39	n/a
958655	9/9/11 3:11 AM	Pedestrian called and stated that "the driver of the cab was driving so fast that it almost hit the pedestrian in the crosswalk at Geary Blvd and Powell when the cab made a turn onto Geary Blvd coming down powell almost hitting the pedestrian in the crosswalk";. Pedestrian stated that "this driver was dangerous and he hopes that this does not happen to anyone else";. - - - The vehicle was a Toyota Camry.	09/09/2011	03:07	am	Yellow_Cab_Co_op	580	9999	Yellow	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
958928	9/9/11 10:50 AM	Driver does not know where he is going. Friver was reading a map on where he going while driving. - - - Driver seems lost and when asked toget to the Marriott Marquis and driver took the exit near CandelStick. Passenger said the driver is very nice on a hight note.	09/09/2011	10:45	am	Yellow_Cab_Co_op	838	60998	Yellow	No	SFO	Trying to get to the Marriot t on 4th
959002	9/9/11 12:02 PM	Patron states I flagged the the cab down he pulled over.I said I have a Paratransit card he said I dont take those.You have to pay cash or I cant take you.I got in the cab and I said you have to take me you cant refuse the card.He then told me to get out and I did. - - -	09/09/2011	11:55	am	Yellow_Cab_Co_op	136		yellow	No	Mission St	7th St
959055	9/9/11 1:06 PM	Caller complaint is about the fare hike. Caller says it's this fare hike is an excessive hike and this taxi fare high enough. Caller says this fare hike is going to driver people to buses and other forms of transportation. Resident is not going to use taxies as liberally a they would. Caller says that we already have one of the most expensive cabs in the country. Caller upset of the new taxi fee's. - - -	09/09/2011	01:06	pm				NA	No	City	Wide
959185	9/9/11 3:33 PM	Motorist stated: I was driving behind the cab on 6th street and the cab stopped. looked like the driver was picking up something on the floor so i honked and then he began to swerved left and right and then he started breaking the brakes really fast so he would go a little bit and would stop. So i don't know if he was drunk but he was driving like it. It was endangering me and the people behind me. He turned on Brannan street and when he did he flipped me off ... I kept on going and did not pursue him. - - - Motorist added the License plate of the cab is 8L89419.	09/09/2011	03:00	pm		2919		white Ford Crown Victoria, 4 door	No		
959278	9/9/11 6:04 PM	I got into a cab and gave my address. He drove 3 blocks and asked if that will be cash or charge. Told him it will be charge. He pointed to his machine and said it was brokend pulled over. I have no way of varifing that the machine was broken. Looked like it was on, had a readout. The last six months I have had numerous experience with different cab companies saying thier machines are broken and want to be paid in cash. Sometimes what happens is the cab driver will tell me I can use my card, but when we get to my destination he gets pushy for me to give him cash. I want to make a statement that this is a trend across the board. - - - reporting a trend with not accepting credit cards.	09/09/2011	05:40	pm				n/a	No	Californi a / Webster	Gough

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
959307	9/9/11 7:20 PM	Patron states: Luxor 105 was being a prick to us, we wanted to make a stop to pick up some shoes one block up he wouldn't do that, he started yelling at us in a foreign language telling us to get out of the cab, and he was yelling. He wouldn't drive us to where he wanted to go. He was just being really rude, very unprofessional. - - -	09/08/2011	07:10	pm	Luxor_Cab	105	9999	Luxor	No	Sheraton Hotel on Mason Street	Vallejo and Montgomery (Requested)
959313	9/9/11 7:40 PM	Patron stated that he told the driver they were going to the sun set, and the driver told him that he will take cash only, when the caller told him that he was going to pay with credit card the driver refuse to take him and told him to get out. - - - caller does not knwo what taxi company, medallion 9047	09/09/2011	07:38	pm		2224	999999	n/a	No	n/a	n/a
959353	9/9/11 11:32 PM	Customer states that "my husband, my sister and I caught the cab at 20th and Valencia and we wanted to go home (221 San Juan) and during the ride, he was tapping the break the whole time to make our heads bouncing into the seats. He pulled over at San Jose and Randall and told us that the car was broken. He asked us to get off the cab at the oncoming traffic and sped off and left us standing there. As he was pulling over, he said the "car was broken, the car was broken". Next thing we know, after we got off the car, he turned his flashes off, slams the door and flew up the hill". - - - Customer was not able to provide the driver's name and badge number.	09/09/2011	11:20	pm	Yellow_Cab_Co_op	723		yellow cab, sedan	No	Valencia and 20th	San Jose and Randall
959355	9/9/11 11:35 PM	Driver kicked passenger out of car. - - - Passenger states th driver was breaking every 2 seconds. The driver then stated something was wrong with the cab. The driver then kicked them out the cab and then proceeded in the direction they were going. Driver ask them to exit out the car on the street side of the car.	09/09/2011	11:36	pm	Yellow_Cab_Co_op	723		Yellow Ford car	No		
959517	9/10/11 11:55 AM	passener and 3 other family/friends were entering the car. passenger had not completely gotten into the car. He had one leg in and one leg out when the driver began to take off. Passengers RIGHT side of his HEEL WAS RAN over and skin was broken and bleeding. Driver never got out to check and see if passenger was okay. He just said he was sorry an proceeded to take the passengers to their destination. Passenger needs deep scrape to be dressed and feels he needs an antibiodic. - - - Passengers call was transfered to SFPD Non-emergency Dispatcher.	09/10/2011	11:30	am	Yellow_Cab_Co_op	196	9999	yellow cab, 4 door sedan	No	sutter & powell (ifo the marriot)	jefferson & scoma way
959536	9/10/11 12:30 PM	Customer states: We picked up from Pier 33 up to blocks towards Pier 45. When we get off, cab driver said 'This is a waste of my time.' - - - na	09/10/2011	12:25	pm	Best_Cab	1122		Mostly red, with white.	No	Pier 33	Pier 45

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
959878	9/11/11 1:08 AM	He had a credit card processing machine but he said it was a cash only cab. I swiped my credit card and had the option to send the credit card information, but he kept saying it was a cash only cab. Every time he said it didn't work, I swiped it and it would say "send" on the machine but he kept saying it doesn't work. He tried to con me into giving him cash. - - - .	09/11/2011	12:30	am			88032		No	Columbus and Broadway	24th and Church
959882	9/11/11 2:28 AM	REFUSED TO TAKE TO CANDLESTICK POINT - - - PER PATRON - THE DRIVER REFUSED FARE - REFUSED TO TAKE PATRON TO CANDLESTICK POINT	09/11/2011	02:25	am	Yellow_Cab_Co_op	2749	99999	YELLOW	No	MARKET AND 4TH	
960282	9/11/11 11:04 PM	Basically we dropped off a rental car at SFO and we didn't want to wait for the shuttle, so we waited on a taxi line. The second we told the driver where we were going he became irate because we weren't going further. He took us around longer than normal. He berated us and charged us \$20.00 for a 5 minute taxi ride. - - - alternate number in UK 44-789-032-5991	09/11/2011	10:40	pm	Luxor_Cab	159			No	SFO Hertz Rent a Car	to International Terminal A
960316	9/12/11 7:13 AM	not following passengers driving direction - - - patron states "I got in the taxi at the Hyatt the driver was taking the scenic route, he went along the embarcadero, I said to the driver which way are you taking me i do not want the scenic route, the driver asked which way do you want to go and i said highway 80, the driver said are you kidding me or yourself and I said I meant highway 101, i told driver to make a u turn on to the 101"; the driver was belligerent from there to the airport, I asked him to avoid the baseball park, he asked is harrison okay and I said that was fine, then the driver mouthing off, and I said "look I stayed at this hotel 20 times usually take drive to market to 3rd and to 101 and then he lost his temper and was yelling the entire time, "i don't like your attitude and it depends on certain day of the week, the driver stated you may want drive the TAXI YOURSELF, the driver was and driving more 75 mph an erratically to scare me and just passed south san francisco on the 101 and the driver asked would you like to take the 101 or the 80, i said to him just get me to the united terminal that is all i want, I was quiet because I was frightened";	09/11/2011	02:10	pm		1280	9999	white and red	No	Hyatt	SFO
960590	9/12/11 11:05 AM	Patron called to file a complaint in regards to the long wait time for a Luxor Cab. The patron has been waiting for over an hour. The patron also stated that she is a Paratransit Customer. The patron stated that the cab company should let her know that there are not enough cabs available and that she should look elsewhere. - - -	09/12/2011	10:25	am	Luxor_Cab				Yes	790 Ulloa	2442 Polk

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
960693	9/12/11 12:49 PM	Driver speeding, weaving in and out of traffic while talking heatedly on the cell phone throughout the ride. - - - Patron states "We were picked up at SFO. He drove quickly, weaved in and out of traffic and was on the telephone. I asked him to get off of the phone. he said "This telephone call to Jordan is very important." If the call was so important, he shouldn't have picked us up. He talked the entire time we were in the cab."	09/12/2011	12:30	pm	Yellow_Cab_Co_op	820	99999	Yellow	Yes	SFO	1170 Sacram ento St
961068	9/12/11 10:24 PM	Patron stated "My 3 friends and I were in a taxi queue at the Caltrain station. We got into a Luxor number 126. The taxi cab driver denied our fare. Because we requested 2 stops. He told us it was because it was the end of his shift. The taxi driver said he would only do one stop. He would not give me his taxi driver license number. The taxi driver told me to get the number of the car. We got into another cab he pulled up next to us and gave us the middle finger. - - -	09/12/2011	10:20	pm	Luxor_Cab	126			No	Caltrain	
961403	9/13/11 11:51 AM	SEE BELOW - - - CALLER IS A TAXI DRIVER-I WAS DRIVING ON POST ST. THE CAB DRIVER CUT ME OFF AND ALMOST CAUSED AN ACCIDENT, THE CAB DID NOT SIGNAL FOR THE LANE CHANGE, I HAD TO BRAKE VERY HARD. WHEN I APPROACHED THE CAB THE DRIVER WAS YELLING AT ME AND USING BAD WORDS WITH HIS FINGERS.	09/13/2011	11:41	am	Luxor_Cab	173		LUXOR CAB	No	POST	MASON /POWELL
961783	9/13/11 7:54 PM	Dangerous turns. - - - Patron stated, that "Besides the fact that the cab reeked of marijuana. The driver made a couple of dangerous turns in front of other cars that almost hit us. When I got in the cab, I asked "Do you take credit?", he said "No the machine is broken". We drove to Wells Fargo to get cash. So, I get home and give him the \$20 I got out of the atm and he tells me he has no change! We then drive 5-6 blocks, out of the way, to gas station to get change!"	09/13/2011	06:45	pm	Black_White_Checker_Cab		379	Yellow colored. On the vehicle it only stated "Checkered Cab"	No	Divisadero and Sutter	Parker and Golden Gate
961927	9/14/11 8:37 AM	see below: - - - citizen reports: there are 2 cabs parked (yellow-pl# 8C45910 & an Express Taxi Cab pl# 7Y55009 #712) on the sidewalk @ Athens/Excelsior; both vehicles have been parked on the sidewalk overnight, since 1 am.	09/14/2011	08:37	am	Yellow_Cab_Co_op	5038		yellow, ford crown vic	No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
962332	9/14/11 2:30 PM	Cyclist was riding his bike traveling down first going south of market. Taxi was aggressive and honking at the cyclist. Cyclist was passed by the taxi and as the cyclist was catching towards the taxi, the passenger in the rear of the taxi sitting behind the driver opened the door trying to hit the cyclist with the door. Cyclist said that yellow taxi 733 sped off and kept going. Cyclist said there was contact with the yellow taxi just a good scare. - - - Unsafe and aggressive driver	09/14/2011	02:25	am	Yellow_Cab_Co_op	733		Yellow Cab	No	NA	NA
962372	9/14/11 3:04 PM	please see details below - - - ADA Paratransit Patron instructed driver to take 101 to Silver Ave and driver did not follow patron instructions. Driver took 280. Patron advised driver route was wrong they were in Brisbane. Driver asked for credit card for payment which was much more than fare taking patron's instructed route. Card was declined because amount was much more. Patron and driver contacted cab company. Cab company instructed driver to sign charge for \$17. Driver was upset threw card at patron, hit patron's hand, used profanity. Patron reported driver to boss Tom at 415-625-1246 who advised her driver would be spoken to and cab company owes her a free cab ride	09/14/2011	02:55	pm		2350		415 920-0700 orange/red SUV medallion 895	No	Embarcadero Hyatt by the waterfront	23 Dartmouth
962469	9/14/11 5:03 PM	The driver stopped and told me that he was only going south and could not take me to 557 Valencia. - - - Patron states - The driver stopped and told me that he was only going south and could not take me to 557 Valencia and took off.	09/14/2011	05:00	pm	Town_Taxi_Cab	0547			No	California and Montgomery	N/A
962909	9/15/11 10:49 AM	Cabbie jumped first onto a waiting cab line at the St. Regis Hotel. - - - this guy, he just jumped in the line and said he was first. The first cab was a Yellow Cab, too.	09/15/2011	10:50	am	Yellow_Cab_Co_op	9021	99999	Yellow Cab	No	St. Regis Hotel.	



## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
963313	9/15/11 5:41 PM	Extremely rude and discourteous in every way to customer and made customer feel violated - - - Customer called yellow cab from Safeway 145 Jackson and she waited for well over an hour. Finally she flagged down a cab. He dropped off a fare. Customer asked if he could take her to her home. He was not very responsive, you could barely understand him. I asked him 3 times if he could assist me with th groceries and open trunk so I could proceed to put groceries in trunk. He was very smug and was not wanting to help me what so ever. Finally the 4th time I asked him if he could please help me with these bags and get them in the trunk. At this time he gets out very abruptly and now I only had 2 out of 4 bags and I still had to place them in the trunk. He slams the trunk really hard and abruptly gets back in the car and flips on fare machine and is pointing to me that the machine is on. I am still outside of cab trying to get the other 2 bags of groceries in the cab. He was acting like he was going to start driving off as if I was not getting in the cab quick enough. I was so fearful he was going to drive off with my groceries and this very much startled me. I promptly told him very firmly to exit his cab open his trunk so I may retrieve my groceries as he is making me very uncomfortable at this time. I told him his service was not satisfactory and he was very rude and not appropriate and that I was going to notify his manager and take down his cab number. Then driver proceeds to curse me out in obscenities in his own language.	09/15/2011	04:50	pm	Yellow_Cab_Co_op	1013		yellow-ford fusion sedan	No	145 Jackson	but never took cab
963566	9/16/11 9:32 AM	passenger reports: I hailed the cab EB on Market; I asked if we were going to turn; he replied, that the light is red and when the light is green , I will turn; I asked if he was being sarcastic; he then yelled, &quot;get the F... OUT of the cab&quot;; I asked his name and he replied,&quot;I'm the boss; it doesn't matter if you report me.&quot;; he then sped off with the door open; I was barely out of the cab; I cried for like 45 minutes.it was either cab number 563 or 536. - - - n/a	09/15/2011	07:15	pm		563		no recall	No	IFO Westfield Shopping Mall on Market/4th St	1/2 block away IFO Old NAVY
963672	9/16/11 11:30 AM	Customer states "He had no idea to get around the city. He had used the GSP. I told him I will give him the verbal direction which he does know the left or the right. Then he when down the wrong way on a one-way street. And we were on the left hand only turn lane and we almost got hit by a car as he run straight. He does know the rule of driving. - - -	09/16/2011	11:15	am	Royal_Cab	14		n/a	No	geary./arguello	18th and kansas
963676	9/16/11 11:35 AM	The patron stated, &quot;we were going an average speed of 75 to 80 mph on the freeway. He was weaving in and out of traffic and he was tailgating.&quot;; - - -	09/16/2011	11:35	pm		285		Prius, possibly blue and white	No	Don't remember	Downt own
963784	9/16/11 12:59 PM	Caller stated that she called yellow cab and waited but they did not show up and when she called back she was advised by the dispatcher that the cab driver picked up the wrong passenger. - - -	09/16/2011	01:00	pm	Yellow_Cab_Co_op				Yes	Gough street	

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963883	9/16/11 3:04 PM	Patron stated: "The driver did not know my address. I instructed him to take 101 to 280 to San Francisco. He takes 101 to 380 to 280. I said stop and turn around, take 101. The guy tells me to stop yelling at him. I am yelling because two times in a row he failed to follow my instructions. I am going on a tour of San Francisco. I have now told him several times to take 101 to 280. Either he is playing stupid or he does not know the routes. I told him that I will pay the fare but that I will sue to get the money back. I am already late to my appointment. I want Bay Cab to speak with this driver, and I want Bay Cab to call me back. I am still in the cab, and the driver at the junction of 101 and 280, again took 101 instead of 280 to downtown San Francisco. Now we are stuck in traffic." (Patron picked up taxi at the SFO Taxi queue.) - - -	09/16/2011	03:00	pm	Bay_Cab	665	66070	Bay Cab	No	SFO Airport International	4 Bayside Village Pl, SF
963959	9/16/11 4:32 PM	Driver took passenger to the wrong destination - - - Patron states "I got in the cab and told the driver I'm going to 26 California The driver took me to 26th Ave and California. I told the driver I was going to a doctor's appointment and they just moved offices. Around Fulton and Stanyan, I told the driver this is far out, it does look like where I'm going, the driver said what the address is, I told him again 26 California. He didn't say anything. We got to 26th Ave and California and the meter read \$37.00-\$38.00 dollars, I was livid. I gave the driver \$30.00 and told him that was all I had. He took me back town to 26 California and gave me \$15.00 back. I arrived to my appointment at 3:00pm."	09/16/2011	02:24	pm	Town_Taxi_Cab	869			No	495 Geary	26 California
964025	9/16/11 5:16 PM	Patron states - I have a general complain regarding the computer system/screen located in the middle of the taxi cab. It is a major safety issue as it impairs the driver from seeing the exit or right turns, and this can cause a accident. Please follow through on this complain as this will lead to an accident. It blocks the view of driver. If the screen is maybe moved a little lower this will not obstruct the view. - - - Patron states - I have a general complain regarding the computer system/screen located in the middle of the taxi cab. It is a major safety issue as it impairs the driver from seeing the exit or right turns, and this can cause a accident. Please follow through on this complain as this will lead to an accident. It blocks the view of driver. If the screen is maybe moved a little lower this will not obstruct the view.	09/16/2011	05:15	pm		0000			No		

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964075	9/16/11 7:04 PM	Per caller: I was in the vehicle. Picked it up in front of 555 California to my home in the Sunset. I noticed he spoke in a loud and inaudible voice. His motor skills were impaired. While driving I noticed he had difficulty repending to traffic. Braking hard. Sweating. Moving his lips and his jaw. Like a person on cocaine...a jawing action. Lock-jaw. Couldnt sit in seat, couldnt stay still. Hard responses to traffic, and braking. It made me scared of his driving. I talked to another driver who said it might not be drugs, it could be a medical issue and he said he should not be on the road. The other driver... - - - n/a	09/16/2011	05:00	pm	DeSoto_Cab	322		Mini-van		555 Californi a	Sunset District
964091	9/16/11 7:49 PM	Per caller: Im with 4 friends. Its Bay cab 1209 on the side. The driver refused to take us. He stopped and asked to how many in the cab. WE said 4. He said I can only take...no more than 3 passengers because it would be unsafe. It was a Prius with 4 seats and 4 seatbelts. Any other driver would have taken us. He made a commotion and drove off. He even got out an one point. He got argumentative with us and drove off. Initially I was concerned about him not taking us. But it was also concerning that he was confrontational with us. - - - n/a	09/16/2011	07:45	pm	Bay_Cab	1209		Hybrid Prius	No	Hyatt Regency	Bay and Gough
964124	9/16/11 11:32 PM	Customer states that &quot;I was in line. I looked and said "can you open your trunk?" The taxi driver responded "your luggage is too big, it will not fit on my trunk", he took off pulled ahead, and took other people with 2 luggages. The guy that picked me up had the same size of trunk like he did. He refused service and when I was putting my luggage at another taxi cab, he yelled and said "come look at my trunk". - - - Customer was not able to provide the SF Taxicab Company, driver's name and badge number.	09/16/2011	11:27	pm		1157		white cab, sedan	No	San Francisc o Internati onal Airport	NA
964127	9/17/11 12:21 AM	&quot;He refused service when he found out where we were going. We were at Market and 4th and he refused to go to the outer mission area.&quot;; - - - .	09/17/2011	12:17	am	Yellow_Cab_Co _op		1439	Yellow Cab SUV.	No	Market and 4th	

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964348	9/17/11 3:12 PM	Per caller: I was just in Yellow cab 1000. I went to pay with credit card. Instead of using the swipe on the meter the driver used his iPhone to swipe the info. Its a thing you sign. I wish I had cash. I take a lot of cabs. They rent them. The meter was working the fare was working. He didnt swipe the meter in the cab. My hairdresser has the iPod function, its portable. Its his personal iPod. Hes supposed to be using the one in the cab. I know the fees are high but the sign says you can used credit cards as an option. I think I know the drivers are angry about the fees. Im sure he has a record of everyone on his phone. My personal information is there. Im in a hurry today and thats why I took a cab. I didnt have time to get cash and dont have time to address suspicious things they are doing. It now makes me nervous. I dont know if I should call my bank to put a watch on my phone. It should be swiped to go through the companies system. Yellow Cab would be upset that hes using his personal phone to make charges. - - n/a	09/17/2011	02:50	pm	Yellow_Cab_Co_op	1000		Hybrid	Yes	115 Gough St.	Precita and Treat
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964436	9/17/11 4:15 PM	The patron states: I got in the cab and the driver took a direction completly in the wrong direction. He could have taken several turns to head toward Divisadero but he was heading toward the Ferry Building. When he got close the the Westfield center, he took a left and should have taken a right. Even his GPS was showing that he should have turned differently. He then took a left toward 3rd toward Geary, then he took a left on Van Ness instead of continuing on Geary. This is complete bumper to bumper on Van Ness. This is normally under a 10.00 cab ride but the total fare was over 20.00. He was very rude and agrumentative about the entire situation. The total came to 18.95, I gave him a 20 and asked for change back. This is not good business. He then began to yell FU at me, completly unprofessional. Usually, it costs me 7.50 to get here. - - - The patron adds that the driver was on his cell phone, holding the cellphone to his head. I thought at first that this was why he went the wrong way but obviously this was not the case.	09/17/2011	02:50	pm	Royal_Cab	383	9999	Sedan, Yellow Royal Cab	No	7th and Market	Toward Ferry Building - but the destination was to Divisadero/Hayes
964561	9/18/11 2:43 AM	caller states i hailed a cab and the driver stated he had a call in fare. however, a lady came up to the cab and he took the fare. - - - na	09/18/2011	02:33	am	Luxor_Cab	969	9999	4door sedan white & red	No	church st & market st	na
964570	9/18/11 5:25 AM	caller states i a limosene driver and i'm driving by candlestick park and this cab pass me going 80mph on 101. driver was driving on 101 and he was going in and out of lines and got too close to a driver in lane 1 so he jumped in front of me and i had to hit the brakes. - - - na	09/18/2011	05:10	am	DeSoto_Cab	1264	9999	sedan maybe chrysler dark blue and light blue	No	na	na

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964660	9/18/11 10:45 AM	see below - - - Customer is visual impaired. He cannot provide details on driver and cab. He got on a Royal cab on 9/17/11 around 9pm. HE asked the driver if he would accept paratransit slips. The driver told him the machine was not working. Customer showed the driver his slips but driver became angry and started cursing at him. Driver accepted customer's paratransit slip at the end of the ride. Customer wants to report that there are drivers out there who refuse to accept this form of payment. Driver usually becomes very aggressive and rude.	09/18/2011	10:35	am	Royal_Cab	9999	000000	Royal Cab		NA	NA
964698	9/18/11 12:09 PM	I flagged the cab at Caltrain Station. The driver asked where I wanted to go. I told him Leavenworth and Ofarrell. The driver said "no i can't take you." He then asked the person next to me but that person didn't want to take the cab. He then took me. When I got on the cab, he asked if I have cash. He told me he only takes cash but not credit even though he has a credit card machine. After I arrived to my address, fare was \$11.50 and I gave him a \$20 bill and he said he doesn't have change. He got off the cab and went to a grocery store to get change. Nature of this complaint was that the driver was picking his customer. - - - NA	09/18/2011	12:00	pm	Yellow_Cab_Co _op	1345	0000	Yellow Cab	No	Caltrain	Leavenworth and O'Farrell
965021	9/19/11 8:28 AM	SEE BELOW - - - REPORTEE TAXI DRIVER STATES THAT HE IS A TAXI DRIVER, HE STATES THAT TAXI #225 LEFT HIS CAB UNATTENDED AND PARKED, REPORTEE TAXI DRIVER STATES THERE WAS SPACE FOR HIS TAXI TO PARK AT THE LOCATION, REPORTEE STATES THAT THE TAXI THAT WAS UNATTENDED THE DRIVER RETURNED, THE DRIVER OF THE TAXI TOOK THE KEYS FROM REPORTEES IGNITION AND THREW THE KEYS TO THE GROUND.	09/18/2011	10:00	am	Veterans_Cab	225		NA		2500 MASON	NA
965288	9/19/11 12:29 PM	ADA female called upset that during the ball seasons that she can not get a Taxi to respond to her request. She was at Safeway and the mgmt there called several times and still no show of service for her. She does not know which company they phoned. this is not anything new during this season but it is unacceptable to leave an ADA person waiting and not showing. Safeway was kind enough to send a clerk out with her to walk to Cal Train and found taxis sitting there to assist her. She is very mad about this being it happened to her on Wed Sept 14th and again on Sat Sept.17 at approx the same time of 4-5pm - - - Wednesday night happened at Le Joulins - the Mgr there took it into his own hands to be nice enough to drive her home with her walker and packages she had. The mgr. had mentioned to her that cabs will not respond to their calls for customers. She wants someone to call her back at the above phone number so that she can get a clear answer why this is happening and is permitted.	09/17/2011	04:00	pm		9999			No		

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965319	9/19/11 12:53 PM	Customer is formaer Crown Cab driver who leased the cab from the owner for the past 18 months. The driver left a \$500 deposit because he had to go to Ethiopia and the money would ensure him a job when he got back. The driver got back and after 6 months of working he requested a day off 15 days ahead of time because he wanted to take his daughter out before school started. The owner told him he would try to get a replacement driver and if he could not the driver would have to pay the &quot;get&quot;. The driver refused because he gave suffient notice. He took the day off and the owner has not let the driver come back to work and refused to give back the \$500 deposit. The driver also never gave a reciept for the money. Customer requests to be contacted by the taxi commission. - - - Customer adds this owner has issues with every driver and he intimidates the taxi drivers.	08/15/2011	12:00	pm	Crown_Cab			NA	No	NA	NA
965431	9/19/11 2:19 PM	I am in a walker and two times last week, even despite safeways managers and a restaurant manager earlier in the week I was unable to get a cab. The restaurant manager had to drive me home after many attempts of calling a cab. I waited for about an hour at both locations. The safeway employee was instructed by the manager to walk back to the Caltrain station where we were able to find a cab.I have called the Mayors office and my supervisor. I would like to get a response on this as soon as possible.The first incident took place on Sept. 14th between 4:00-5:00pm. In both incidents the businesses were calling the taxi companies and trying to flag down the cabs at the same time. - - - n/a	09/14/2011	04:00	pm							
965441	9/19/11 2:28 PM	The patron stated, &quot;as we were pulling up to our final destination in Japantown, I asked the driver if he would take my credit card as payment because I only had 3 1-dollar bills in my wallet. The driver refused to allow me to pay by credit card. There was a credit card machine in the cab, in the back seat where I was sitting. I told him that was the only way I could pay, so, at that point, I swiped my credit card for the amount of \$7.35. He kept shaking his head and muttering. The \$3 that I had in my pocket, I was going to use as a tip, so I pressed zero for tip. At that point, he literally said, &quot;you motherfucker, you piece of shit and he said, you're not going to fucking tip me?&quot; I told him at that point that I was going to originally give him the \$3 that I had, but after he called me those names, I was no longer going to tip him. Then I asked him for my receipt and he continued to refuse to give that to me and he kept saying, &quot;get the fuck out of my car.&quot; I would not get out of the car until he gave me my receipt. He finally gave me my receipt and I said thank you and got out. Then as I walked out, I told him specifically that name calling like that was entirely unnecessary. At that point, he actually got out of the car and continued cussing at me about not getting a tip. I never had this happen before. I actualy walked into a lounge/restaurant, Odobra. The taxi driver continued to follow me into the restaurant, continuing to cuss at me and literally in the lobby of the restaurant, in front of other customers and in front of the staff and he	09/17/2011	12:30	am	Luxor_Cab		504627	Luxor	No	Cantina Restaurant 580 Sutter	Japant own, corner of Pine &amp; Webster



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965776	9/19/11 11:08 PM	Patron stated "I was driving with my boyfriend down Keary towards Jackson st. The cab driver first of all cut me off. After the the cab driver pulled up to my passengers side and started to yell at us. My boyfriend told him to keep driving. He obviously wasn't paying attention to his driving.The cab driver had passengers in the cab. Than the cab driver speeds up ahead of us. He almost runs me over. He veered into my lane. His number was 723. It as a yellow cab. - - -	09/19/2011	11:00	pm	Yellow_Cab_Co_op	723		Asian Male white long sleeve shirt. Short bald hair.	No	Kearny	
965791	9/20/11 1:08 AM	The cab driver was extremely aggressive - - - My friend got the cab for me and my dog and I got into the cab. The cab driver was extremely aggressive. My boyfriend gave the cab driver \$20 dollar before I even got into the cab. The cab driver never turned the meter on. When we got to 25th and Rhode Island the cab driver was extremely aggressive. I have never been disrespected. The cab driver asked me for more money, and he said he was going to call the police. I lived only four blocks away. I was expecting money back. I was asking him for a 10 dollars back and he kept on driving while I was trying to get out of the cab. Your foot was already on the pavement over and over again 3 different times. He just kept on driving. I finally exited the cab in between 25th and 26th and rhode island.	09/20/2011	12:50	am	Yellow_Cab_Co_op	309		Unknown	No	Harrison & 24th	25th & Rhode Island
966456	9/20/11 3:45 PM	Yellow, Luxor and a Red and white taxi cab were the cabs in question. I was going to get my medicine from my Dr's office for a heart condition that I have. I am handicapped and over 61 yrs old. The Yellow cab passed me and went to a white couple and picked them up. Then I flagged another Yellow cab, when Ii walked to the door the driver said, "no, no, no" and took off. No indication as to why. I went to the door man that was at the hotel where I was and I asked the doorman to flag a cab for me. A cab came straight to him. When I went to the taxi that the doorman flagged down for me the driver said, "no" and then he took off. 12 cabs went by me and no one would pick me up. I waited for 2 hours and my heart was beating really fast. I ended up urinating on myself because I was not able to get to a restroom fast enough. I ended up calling a family member after never getting picked up. The last time I flagged the 13th cab she passed me up as well. - - -	09/17/2011	09:30	am	Yellow_Cab_Co_op				No	battery and clay	
966495	9/20/11 4:34 PM	I got into a taxi and asked them to take me from mission street to California and Kearny. When I arrived at the destination, I proceeded to ask about the cost of the fare. I did not have enough cash and I offered to get a credit card. The cab driver proceeded to complain to me and asked me how much cash I had and said just give me the \$4. I said I know the law in SF is that you have to accept credit card. Frankly I alway compensate more because I know they pay more commission. He did not give me a chance to use card. He used rude language with me. - - - rude driver	09/20/2011	04:31	pm		2404		red white and green old sedan	No	123 Mission	Californ ia and Kearny
966604	9/20/11 7:11 PM	driver refused ride because patron was not going far enough - - - NA	09/20/2011	07:00	pm	Luxor_Cab	1130		Toyota Prius white Luxor Cab with red and blue stripes	No	Intercontinental Hotel SOMA	Spear and Mission

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966608	9/20/11 7:20 PM	Unsafe driving, rude and overcharged passenger. - - - Patron stated, that "I was riding with a very dangerous cab driver who I was afraid of. When I got into the cab, he cut another driver off right before Powell and Pine. When we got to the stop light at Powell and Pine the driver of the light green Subaru Wagon flipped the cab driver off and told him about cutting him off. The cab driver was very rude and he said things that was totally out of line. The other driver even told the cab driver he would call the police and the cab driver told him "Fuck you, go ahead, I don't care". The cab driver even made rude remarks about the other drivers wife! When we got to my destination he asked me if I was paying with a card or cash. I told him, a card. He told me "Well it better be a good tip then!". I added a \$1 tip and he was not happy with it. I asked for a receipt and he told me "That will be another 90 cents". He charged me \$9.45 including the \$1 tip and I would like a refund of the whole fare. He does not need to be a cab driver, he was driving very recklessly and unsafe. I was afraid the whole time I was in the cab. I called Luxor immediately when I arrived home and they did not take me seriously. This guy does not need to be driving a cab!"	09/20/2011	06:40	pm	Luxor_Cab	126		White, Prius	No	Broadway and Battery	Pine and Larkin
966674	9/20/11 8:57 PM	I got in the taxi and asked the driver to close the windows because I was cold. His comment was that is hot and you are not clothed. He refused to close the windows until I told him it is not for him to judge what I am wearing and I am the customer. He said that several times in a judgemental tone and offensive way - you are not wearing any clothes. - - - rude driver	09/20/2011	08:50	pm	Royal_Cab	36		yellow colored taxi sedan	No	Pier 39 taxi stand	Westin Hotel on Market
967007	9/21/11 11:29 AM	The patron stated, "he is saying the fare is \$137 even though the meter has not even gone up to \$25 yet. I told him that whatever the meter says, I will pay him. He was driving through side streets and now he is taking me back to the airport, without my authorizing it. I asked him to let me out earlier, but he wouldn't and you (311) heard him. I shouldn't have to pay him. He is going to charge me \$50 to take me back to the airport."& - - -	09/21/2011	11:30	am	Yellow_Cab_Co_op	835	5564	Yellow Cab	No	SFO	City of Fremont
967323	9/21/11 5:16 PM	Customer states: I am a TSA security. While I was walking at SF Domestic Terminal #1 parking lot level 1, this Yellow Cab #409 almost hit me. He was driving 10mph. The speed limit in parking lot should be 15mph. He should see me 10ft away, but he almost hit me. He rolled down his window and yelled 'Are you crazy?' I do not appreciate his attitude especially when almost got hit by him! His attitude was unacceptable. Thank you. - - - na	09/21/2011	04:45	pm	Yellow_Cab_Co_op	409		Yellow cab	No	na	na

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
967638	9/22/11 9:32 AM	At Pacific & Franklin A taxi approached with two men in it and one jumped out and the other guy was getting out around the corner. Everything was good and the last guy that got out handed the driver 20 dollars (leaving \$8 from the \$12 fare) and said take care of her. Then as soon as the last guy got out the drivers demeanor changed. He turned to her and told her that he was going to drive her back to her original starting point to start the meter and the customer stated she didn't understand. She asked what she had done to be treated so rudly. He said no that she was going to be a problem. This guy was really aggitated like he was crazy. He drove just a little bit and he said to get out. Then stated that he was from the Bronx and the customer stated so was from NY. He replied No you're not you're from Newport Beach. Still unclear of what this whole issue was even happening. He then offered her \$5 to get out. She told him she almost felt like calling the police because he was acting so erratic. She then called her friend she was meeting and he pulled over and told her to get out. As she was getting out he told her "You're ugly too";. He was so cool with the men but turned into Dr. jeckle and Mr. Hyde with her. - - - Caller is fearful of retaliation for filing complaint this is why it only has her first name	09/21/2011	09:00	pm			63610	red and cream possible liscense plate: 8U69022	No	Franklin & Pacific (he was dropping off a guy from the JP Run)	Divisadero & Pine
968016	9/22/11 5:33 PM	darting in and out of traffic, cutting other drivers off, traveling at a very fast speed, zipping in and out of lanes - - - license plate # 8T70899. Going down California cab on left customer on right and a lady wanted to turn left so cab decided to squeeze inbetween us.Then cab driver ended up behind customer and changed to the left lane then ended up in front of me again and cut me off still heading down California then the cab driver makes a right turn all the way from the 2nd left lane with a pedestirna in the croswalk. All the people inside of the cab the customers looked scared plus as he was zipping throught the traffic there heads were bobbing right and left in the directions he was darting as he was driving so fast and unsafe. Sudden moves darting in and out of traffic and lanes. Very unsafe driving	09/22/2011	05:10	pm	Luxor_Cab	1363		ford escape-white with red and blue	No	n/a	n/a
968036	9/22/11 6:24 PM	Patron would like to make a complaint regarding the driver. The driver is on his cell phone. I asked him a question about the cell phone and told him that he should not be on his phone due to California's Laws. He told me to put my seat belt on and became very argumentative. He used profanity and began to scream at me. I want to report him. - - -	09/22/2011	06:25	pm	Yellow_Cab_Co_op	1213	48416	Yeloow cab, Van	No	SFO	640 Turk
968041	9/22/11 6:39 PM	see below - - - The caller states that this is a Eco Taxi, The caller states I was riding in the bike lane on Market St/ Civic Center and he was riding behind me, riding close and there was a set of passengers trying to wave him down and the cab pulled around me and damn near killed me and cut right in front of me, and a danger to my life and when I stopped him at the next light to complain to him , he yelled and cursed at me for quit a while	09/22/2011	04:10	pm		186		white and green	No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
968167	9/23/11 7:10 AM	Passenger got on at the Stanford Court passenger asked to be dropped off at California and Van Ness. The Driver started to act irritated and very aggravated. Passenger said the driver threw his clipboard, was driving hard by accelerating and breaking hard. Passenger said it was obvious the driver was upset because the fair was going short. Passenger said the driver never said anything but his actions were obvious - - -	09/22/2011	08:10	am		1237		it was yellow colr smaller toyota like	Yes	Standford court	Californ ia
968243	9/23/11 8:56 AM	Cabs did not arrive after online reservation made and confirmed by telephone agent ther day before pickup, and after Customer ordered another cab after scheduled cab did not show up. - - - Patron states "This is a complaint about Yellow Cab. Yellow Cab has a website. They offer an online service for reservations. I made a reservation the day before I needed the taxi. I received a confirmation of the reservation. Just to be sure, the day before, I called the cab company to see that everything was set. The Telephone Agent told me yes, everything was clear. Everything was all set; they had my home phone company. The next day, the cab company did not show up. I called at the time they were supposed to arrive. The agent in customer service told me they didn't have any record of the reservation. I ordered another cab, but it never arrived. I missed my plane. I had to pay \$150 because the cab did not arrive. If they're going to have a reservation system at all, it has to mean something. I did call Yellow Cab later to let them know, but I couldn't talk to a Manager. My hope was to file a complaint against them. On Monday, when I talked to an agent, they told me the only sure fire way to get Cab Drivers refused to pick up fare. - - - Patron states "The Driver of 959 said they were not going to take the Fare, that they were not going to take them. I said "OK, I will take them, I will also call the Police on you,. I put the ladies into the cab and called you in the meantime. the other cab number that would not pick up the fare is 1295.	09/19/2011	05:00	pm	Yellow_Cab_Co_op	9999	9999	n/a	Yes	Home address in San Francisco	SFO
968462	9/23/11 11:30 AM	Cab Drivers refused to pick up fare. - - - Patron states "The Driver of 959 said they were not going to take the Fare, that they were not going to take them. I said "OK, I will take them, I will also call the Police on you,. I put the ladies into the cab and called you in the meantime. the other cab number that would not pick up the fare is 1295.	09/23/2011	11:10	am		9999	9999	Two Orange and White vehicles	No	Handlery Hotel on Union Square	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
968625	9/23/11 2:16 PM	Patron states: "This is against Luxor. Im a disabled senior in a wheelchair. Yesterday I called Luxor and told them I needed a wheelchair taxi and would it be a long wait. I told her I had a collapsible wheelchair so I could use a regular taxi. She said OK. I said I'd like a pickup at 2:30 at 10th and Harrison. She said Oh that's Costco. I said yes but I'm not shopping I am going to get my hearing tested. She said oh we don't pick up at Public Places, I said what do you mean, you are a taxi company. We don't pick up at Costco. I said I'm in a taxi I am in a wheelchair. She asked if I want to cancel and I said yes and hung up. The dispatcher woman at Luxor was 143. I had used Luxor the first time I went for testing and it was fine. I want the mayor's office to know, it's very difficult getting a wheelchair taxi. When I called Yellow Cab I got a nice man, he said it's always a long wait if he could just send a regular taxi, the front seat is so high on the new SUV. The first time the driver had to pull me up. This was so stressful." - - - See complaint	09/22/2011	11:30	pm	Luxor_Cab	9999	9999	NA	Yes	NA	NA
968675	9/23/11 3:16 PM	Patron states: "It was a Metro Cab, we hailed it at Fisherman's Wharf to go to 905 California. When I got in the driver realized I was a Male to Female transgender person and he immediately , he siad he was going off shift. Why did he pick us up if he was going to go off duty? He was in a taxi line. He said he had to go to the Presidio I said that it was practically on the way to our hotel, he said no the Presidio is south, and I said the Presido is west. I asked for the cab number, he said 776, he refused to show it me. Then I saw that it was on the visor and it said said 676, so he lied to me. He was only trying to cover up that he didnt' want to take a transgender person in his vehicle." - - Patron states: "It was a Metro Cab, we hailed it at Fisherman's Wharf to go to 905 California. When I got in the driver realized I was a Male to Female transgender person and he immediately , he siad he was going off shift. Why did he pick us up if he was going to go off duty? He was in a taxi line. He said he had to go to the Presidio I said that it was practically on the way to our hotel, he said no the Presidio is south, and I said the Presido is west. I asked for the cab number, he said 776, he refused to show it me. Then I saw that it was on the visor and it said said 676, so he lied to me. He was only trying to cover up that he didnt' want to take a transgender person in his vehicle."	09/23/2000	03:00	pm	Metro_Cab	676	99999	Metro Cab			
968791	9/23/11 4:59 PM	Left this patron to go pick up a Airport fare or at least they had luggage in tow. - - - Patron statesthat he flagged the cab and the cab drove up to him and as he was opening the dpoor to enter the cab drove off towards california to pick up patrons that had luggage and helped them get into the cab.	09/23/2011	04:55	pm	SF_Taxi_Cab	574	9999	4 door	No	Montgo mery and	Californ ia

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
968863	9/23/11 7:50 PM	Customer states that "he picked me up and it was about 5 after 5 and I told him that I need to catch my 520 pm Ferry. He did go the longer distance; he proceeded down 3rd St instead of making a right on Folsom. When we finally arrived at Ferry Building I gave him a \$20.00 plus a \$1.00 bill and I asked him to give my \$10.00 back. He said he didn't have change for \$20.00 and I said "I have to catch my Ferry". The driver said, "I thought you said you have 20 minutes" and "I don't have change" do you have a \$10.00 bill? And I said, I don't, which I didn't have. I gave him my credit card and then he swiped it and now I am about to miss my ferry and I gave him my \$20.00 and asked for my card back. I don't even know if he charged my card. But he ended up a \$10.00 tip for a \$9.00 cab ride. This was unacceptable. I cannot believe that cab drivers don't have change for \$20.00. - - - Customer states that the cab number is either 129 or 169. Customer was not able to provide the drivers name and drivers badge number.	09/23/2011	05:10	pm	Crown_Cab			crown cab, white with light green/aqua color, small SUV	No	3rd and Townsend	Ferry Building
968872	9/23/11 8:19 PM	Yellow cab does not pick up in certain areas. they will not pick me up because I am black. They told me over the phone over in Mcallister some black man is robbing the cabs so they are not going over that way. That is where I am at. When I called back they kept on saying the cab is coming. Made me wait around for a long time and lie to me while I was calling them. They do this all the time. I waited from 6:00PM until 8:00PM and no cab picked me up. I turned all my groceries back into safeway and walked home. You can call safeway and see how many times they called yellow cab for me and they can prove I did not get a cab for all that time. The dispatcher told me the cabs have thier own choice of who they pick up. Why have a dispatcher if it is the choice of the cab driver. It is all racial. Nobody is going to get a cab if this keeps going. - - - caller feels discriminated against.	09/23/2011	06:00	pm	Yellow_Cab_Co_op				Yes	1335 Webster	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
968920	9/24/11 1:29 AM	CALLER STATES WE GOT INTO THE CAB AND GAVE HIM MY ADDRESS, I WAS WITH A FRIEND. THE DRIVER ROLLED HIS EYES AND SAID THAT'S IN THE MIDDLE OF NOWHERE. I SAID DON'T WORRY IT'S A GOOD FARE AND YOU'LL BE BACK FOR THE 2:00AM RUSH. HE PROCEEDED TO BE VISABLY DISGUSTED, COMPLAINED THAT HE NEVER SHOULD HAVE PICKED US UP. I ASKED ISN'T IT ILLEGAL TO DENY SOMEONE A RIDE. TO WHICH HE RESPONDED NOT IF MY DOORS ARE LOCKED. HE PROCEEDED TO SAY THIS THAT IS VERY COMMON HAVEN'T YOU HEARD IT BEFORE? WE RODE IN ABSOLUTED SILENCED BECAUSE WE WERE SO STUNNED AT HOW ANGRY HE WAS THAT HE PICKED US UP. WHEN WE ARRIVED AT THE DISTINATION HE RAN MY CARD AND ASKED WHAT AMOUNT SHOULD BE INCLUDED. I RESPONDED 23.85 THE EXACT AMOUNT OF THE FARE. I TOLD HIM THAT HAD HIS ATTITUDE NOT HAVE BEEN SO BAD I WOULD HAVE HAPPILY HAVE TIPPED HIM. HE THANKED ME FOR TEACHING HIM AN IMPORTANT LESSON. THAT HE WOULD NEVER PICK ME UP AGAIN. I LET HIM KNOW I WOULD BE FILING A FORMAL COMPLAINT AND GOT OUT OF THE CAR. AS I WALKED TO MY HOUSE HE ROLLED DOWN HIS WINDOW AND SAID, CLEARLY YOUR EDUCATED. DRIPPING WITH SARCASM AND I ADMIT I LOST MY COOL, AT THIS POINT AND SAID I'M NOT THE ONE DRIVING A CAB AND FLIPPED HIM OFF AND WALKED INTO MY HOUSE. - - - DRIVERS ID AND NAME WERE NOT POSTED IF SO THEY WERE NOT VISIBLE BECAUSE WE LOOKED FOR THEM.	09/24/2011	01:00	am	SF_Taxi_Cab	9999	9999	LICENSE PLATE #8Y40188 HONDA	No	POLK ST	27TH AVE
968920	9/24/11 1:29 AM	CALLER STATES WE GOT INTO THE CAB AND GAVE HIM MY ADDRESS, I WAS WITH A FRIEND. THE DRIVER ROLLED HIS EYES AND SAID THAT'S IN THE MIDDLE OF NOWHERE. I SAID DON'T WORRY IT'S A GOOD FARE AND YOU'LL BE BACK FOR THE 2:00AM RUSH. HE PROCEEDED TO BE VISABLY DISGUSTED, COMPLAINED THAT HE NEVER SHOULD HAVE PICKED US UP. I ASKED ISN'T IT ILLEGAL TO DENY SOMEONE A RIDE. TO WHICH HE RESPONDED NOT IF MY DOORS ARE LOCKED. HE PROCEEDED TO SAY THIS THAT IS VERY COMMON HAVEN'T YOU HEARD IT BEFORE? WE RODE IN ABSOLUTED SILENCED BECAUSE WE WERE SO STUNNED AT HOW ANGRY HE WAS THAT HE PICKED US UP. WHEN WE ARRIVED AT THE DISTINATION HE RAN MY CARD AND ASKED WHAT AMOUNT SHOULD BE INCLUDED. I RESPONDED 23.85 THE EXACT AMOUNT OF THE FARE. I TOLD HIM THAT HAD HIS ATTITUDE NOT HAVE BEEN SO BAD I WOULD HAVE HAPPILY HAVE TIPPED HIM. HE THANKED ME FOR TEACHING HIM AN IMPORTANT LESSON. THAT HE WOULD NEVER PICK ME UP AGAIN. I LET HIM KNOW I WOULD BE FILING A FORMAL COMPLAINT AND GOT OUT OF THE CAR. AS I WALKED TO MY HOUSE HE ROLLED DOWN HIS WINDOW AND SAID, CLEARLY YOUR EDUCATED. DRIPPING WITH SARCASM AND I ADMIT I LOST MY COOL, AT THIS POINT AND SAID I'M NOT THE ONE DRIVING A CAB AND FLIPPED HIM OFF AND WALKED	09/24/2011	01:00	am	SF_Taxi_Cab	9999	9999	LICENSE PLATE #8Y40188 HONDA	No	POLK ST	27TH AVE



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968920	9/24/11 1:29 AM	CALLER STATES WE GOT INTO THE CAB AND GAVE HIM MY ADDRESS, I WAS WITH A FRIEND. THE DRIVER ROLLED HIS EYES AND SAID THAT'S IN THE MIDDLE OF NOWHERE. I SAID DON'T WORRY IT'S A GOOD FARE AND YOU'LL BE BACK FOR THE 2:00AM RUSH. HE PROCEEDED TO BE VISABLY DISGUSTED, COMPLAINED THAT HE NEVER SHOULD HAVE PICKED US UP. I ASKED ISN'T IT ILLEGAL TO DENY SOMEONE A RIDE. TO WHICH HE RESPONDED NOT IF MY DOORS ARE LOCKED. HE PROCEEDED TO SAY THIS THAT IS VERY COMMON HAVEN'T YOU HEARD IT BEFORE? WE RODE IN ABSOLUTED SILENCED BECAUSE WE WERE SO STUNNED AT HOW ANGRY HE WAS THAT HE PICKED US UP. WHEN WE ARRIVED AT THE DISTINATION HE RAN MY CARD AND ASKED WHAT AMOUNT SHOULD BE INCLUDED. I RESPONDED 23.85 THE EXACT AMOUNT OF THE FARE. I TOLD HIM THAT HAD HIS ATTITUDE NOT HAVE BEEN SO BAD I WOULD HAVE HAPPILY HAVE TIPPED HIM. HE THANKED ME FOR TEACHING HIM AN IMPORTANT LESSON. THAT HE WOULD NEVER PICK ME UP AGAIN. I LET HIM KNOW I WOULD BE FILING A FORMAL COMPLAINT AND GOT OUT OF THE CAR. AS I WALKED TO MY HOUSE HE ROLLED DOWN HIS WINDOW AND SAID, CLEARLY YOUR EDUCATED. DRIPPING WITH SARCASM AND I ADMIT I LOST MY COOL, AT THIS POINT AND SAID I'M NOT THE ONE DRIVING A CAR AND FLIPPED HIM OFF AND WALKED	09/24/2011	01:00	am	SF_Taxi_Cab	9999	9999	LICENSE PLATE #8Y40188 HONDA	No	POLK ST	27TH AVE
968922	9/24/11 2:51 AM	Caller stated "A taxi driver pulled over and took me a few blocks. I told him were going to the castro and he pulled over and kicked me out. He said he wasn't going to take me there. I didnt do anything to this guy. Just because its a short run, doesnt give this guy the right to kick me out. His plate number is 40817A1." - - - NA	09/24/2011	02:42	am	Yellow_Cab_Co_op	1345	999999	yellow, Ford Escape Hybrid	No	14th and Mission	16th and Valenc a

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
969315	9/24/11 6:55 PM	Customer states that "our driver, the worst thing that he did is constantly swerving in and out of lanes. I was behind him but the passenger right next to me, to my right at a clear view of the driver, saw that his eyes were closing and was falling asleep". - - - Customer was not able to provide the driver's name.	09/24/2011	06:25	pm	Black_White_Checker_Cab	271	35599	Black and White Checker cab, prius	No	SF International Airport	55 Robinhood Dr. San Francisco
969395	9/25/11 4:38 AM	Caller stated "I drive a cab for Veteran cab co. i drove Veterans 2402 tonight. And all throughout the night, I was smelling Carbon Monoxide, it smelled sweet. A couple of times, it started to smoke. I was dropping off a cust at 24th and Grand View. I called in to Frank our dispatcher that I needed a tow truck and he told me to 'drive the fucking car to the garage'. I think thats unreasonable, that when a driver asks that, that they should send a tow truck. I dont know what we can do to fight that corruption with the cabs, but come on. Also, there was no video camera in the car either, the airbag light and the check engine light was on too. When I went to the office, Frank kept yelling at me that I was the problem and they're going to get rid of me, in front of about 5 or 6 people in the office. I dont know why they would be getting rid of me when they're the ones that put me in the car that makes me sick. I thnk the reason why he was saying that theyre going to get rid of me is that Iw as in an accident last year and I had to file a Workmans Comp claim. I think this is retaliation for that."" - - - NA	09/25/2011	03:30	am	Veterans_Cab	2402	589944	Ford Crown Victoria	No	NA	NA
969580	9/25/11 2:06 PM	The back break light or signal light is out on the passenger's side. - - - Caller initially stated SF Taxi but stated it's yellow. Clarified with caller it is a Yellow Cab.	09/25/2011	02:05	pm	Yellow_Cab_Co_op	2734					
970089	9/26/11 11:55 AM	Customer picked up the cab at North Point. Customer wanted to go home to on Hyde between Turk and Golden Gate. Driver made a right instead of a left on Jefferson. Driver continued on Jefferson and made a right to Battery going south to Market which is opposite the direction which the customer usually goes. The driver was heading in the wrong direction. He finally drove in the right direction when he got to Market and Battery. The ride is usually \$10. He charged me \$ 13. I told him I was not going to give him a tip because he drove the wrong way. He kept on saying 'You people' and then told me to 'Get the fuck out of my taxi. 'I got out of the cab and he said 'Shut my fucking door.' He used you inappropriate racial word to refer to me. There driver used the 'N' word several times referring to the customer. Customer spoke to a Supervisor at Yellow Cab who referred him to the Taxi commission. Customer wants this driver to be fired. - - - Drove customer out of his way and using inappropriate language.	09/24/2011	10:15	pm	Yellow_Cab_Co_op	1349		Yellow cab	No	Mason and North Point	On Hyde between Turk and Golden Gate

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
970547	9/26/11 7:30 PM	Per caller: I booked a cab on yellowcab.com. I set it from 6:30 to 6:45 pm. Cab 580 yellow cab responded. When he responded, he did not want to take us to our destination. Because we provided a time, he assumed we were going to the airport. But the website only allows you to enter pickup location, time and date of the pickup. So that was his assumption. He came at 6:50 or 6:55. I had to call yellow cab to verify he was coming. When he arrived he was argumentative and combative. Were going to the Westin hotel and he said I thought you were going to the airport. I said I dont know how you could assume that. He said so do you want me to take you. I said of course but I dont know where you are coming from because I never said I was goin to the airport. And he said of course you dont because you dont want to. We got in the cab. Instead of taking a direct route. We were in Mission Bay. He took us through Potrero Hill, Tenderloin, kind of grazed Union Square and up to Nob Hill. He took a longer route and didnt take us to the hotel. We did not communicate with him because we didnt want to agravate him because we were held at that point. The only reason we got in is because	09/26/2011	06:50	pm	Yellow_Cab_Co_op	580		sedan	Yes	550 Terry Francois	Westin St. Francis
970728	9/27/11 8:46 AM	Patron states: "I got in the cab and I told him I was going to Emeryville and the drive said, "Nope get out". I had to take another cab - the one that was behind the one that refused me."	09/27/2011	08:40	am		9080		white & green ecofriendly minivan	No	IFO Westin - Union Square	
970904	9/27/11 10:39 AM	Driver charged \$200.00 for a ride from SFO to Milpitas, \$90.00 too much. The driver ran up the meter to \$180.00 - - - Patron states "The driver deliberately and succeeded in overcharging our employee. He treated our employee rudely. He initially tried to over \$200.00, the meter read \$180.00 and the driver said you have to pay \$40.00 extra. I asked him, "this is not fair, and you took 2.5 hours to get from SFO to the hotel in Milpitas. The driver said it's not my fault, I have GPS, but it's not working, I'm doing the best I can. I ended up paying \$190.00, including tip."	09/24/2011	02:30	pm	Royal_Cab	9999		No GPS	No	Cafe Pacific Baggage Claim - SFO	Extended Stay Inn 1100 Hillview Ct. Milpitas
971076	9/27/11 1:00 PM	SEE BELOW - - - MOTORIST STATES THE DRIVER WAS IN THE FAST LANE GOING 50 MILES PER HOUR WHILE THE OTHER MOTORIST WERE DRIVING 70 MPH, THIS CAUSED OTHER CARS TO NEARLY HAVE A ACCIDENT, CALLER STATES THAT THE DRIVER OF THE TAXI WAS DRIVING DANGEROUSLY.	09/27/2011	12:50	pm	SF_Taxi_Cab	716		NA	No	101 SOUTH	TOWARDS THE AIRPORT

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
971374	9/27/11 5:02 PM	He was taking me completely out of the way. I live in the Mission, asked him to take me to the Mission from Downtown and he is drviing straight throught the Castro, I asked him how this was the right way and he refused to turn. He said 'if you dont like the way im taking you get out of my cab.' He had no identifying numbers or IDs in the cab, he had no ID he's probably an illegal cab driver. They're also supposed to have a photo ID inside the vehicle. When I was hailing the cab he also opened the door to ask where I was going, so if the fare hadn't been big enough he wouldn't have taken me which I think is also a violation.&quot; - - -	09/27/2011	05:00	pm	SF_Taxi_Cab	420	99999	SF Taxicab	No	Downto wn	Toward Mission
971456	9/27/11 7:00 PM	at bay and colombus going to ocean and faxon, i told him not to go down embarcadero but he did and there was a ton of traffic and took the sidestreets, he took forever, when i told him specifically which way to go, - - -	09/27/2011	06:48	pm	American_Cab	2231		all black cab			
971482	9/27/11 8:28 PM	Reporting caller is another taxi driver who says that another driver who was parked in the taxi line at the W Hotel on 3rd and Howard on 9/27/11 at 6:00am. He says this other driver of Arrow cab #255 refused for the 2nd time to not take &quot;short/local&quot; fares and only accepts passengers going to SFO (long distance). When approached this driver about this they got into an altercation when reporting driver was called names and threatened. He also states on several occasions the driver of the Arrow cab has cut the taxi line and jumped ahead of other drivers waiting. Caller states that Taxi Commission can contact the personnel/ security guard at the W Hotel regarding this issue as they are aware of this incident. - - - Caller would like phone call at CBR# regarding this issue.	09/27/2011	06:00	am	Arrow_Cab	255	999999	n/a	No	n/a	n/a
971791	9/28/11 10:53 AM	i was crossing sutter street at leavenworth and the cab driver called me a piece of s**t. i was crossing the intersection with my bicycle and groceries from farmers market. i was in the crosswalk; there was no reason for driver to call me a piece of sh*t. i was dissasstified when i called yellow cab so that's why im calling you(311). the person on phone at yellow cab seemed disintrested and said maybe i should talk to a manager regarding yellow cab policies for dealing with customers. - - - n/a	09/28/2011	10:30	am	Yellow_Cab_Co_op	746		yellow cab	No	n/a	n/a
971878	9/28/11 12:22 PM	Cab driver cursed at parton - - - Patron states &quot;I am in a cab (Sierra), and there was a lot of traffic in front of City College, and the cab driver of cab #2859 (Yellow Cab) asked the driver of the cab I'm riding in if he could get in front of us. I said &quot;no&quot; because I am in a hurry and need to go where I need to go. The driver of cab #2859 told me to go fuck myself.&quot;	09/28/2011	12:00	pm	Yellow_Cab_Co_op	2859		Yellow Cab	No	50 Phelan	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
972071	9/28/11 4:09 PM	Patron stated, "I called National Cab at 3:25pm and was told that a taxi is coming between 1 to 15 minutes. I waited 15 minutes and I called National again. I told the dispatcher it's been 15 minutes. The same male dispatcher picked up the phone and he said a taxi would be there in about 5-6 minutes. I waited another 15 minutes and still no cab. So I called again. The same dispatcher picked up and he was very apologetic and said he was not able to dispatch a cab at this time. So the dispatcher helped me call DeSoto cab and finally the cab showed up and it is now 4:13pm. I have experienced this same issue from time and time again and I can't rely on a cab to show up!" - - - n/a	09/28/2011	03:25	pm	National_Cab	9999		n/a	Yes	n/a	n/a
972192	9/28/11 7:23 PM	The car smells of gasoline from the inside back seat, and there is a lot of noise from the exhaust. We went over a pothole and the car sounded as if it were to break in half. the cab driver had to apologize because it is not his fault. The Cab company has not fixed the cab, even though they are aware of the problem. - - - n/a	09/28/2011	04:30	pm	Town_Taxi_Cab	9052		van, orange in color	No	Market & 2nd	Haight & Cole
972207	9/28/11 7:42 PM	The driver stopped and I went to open the door and tried to get in and across the way a valet guy from the Hilton yelled "You have a airport fare" and the driver made a haste u-turn and nearly pulled my arm off and took off. Lots of witnesses in the area. - - - The driver stopped and I went to open the door and tried to get in and across the way a valet guy from the Hilton yelled "You have a airport fare" and the driver made a haste u-turn and nearly pulled my arm off and took off. Lots of witnesses in the area.	09/28/2011	07:32	pm	Fog_City_Cab	366		Sedan,	No	Bay and Jones	N/A
972259	9/28/11 10:12 PM	caller states we hailed the cab and he stopped and we asked if he took credit cards and the driver said he didn't take credit cards i said of course you do your a yellow cab. he said he had a credit card machine but did not take credit cards. we informed him that we were going to call 311 at which point he sped off. - - - na	09/28/2011	10:12	pm	Yellow_Cab_Co _op	639	9999	yellow crown victoria	No	sec divisader o & page	na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
972527	9/29/11 10:15 AM	The driver stated, "He had 2 pictures of little girls on top of the meter box. There are 4 things that he did wrong. He was traveling westbound on Portola Dr. He was in the far left lane when he stopped at the intersection of Portola & O'Shaughnessy. The green arrow for the left turn lane came on. The light to go straight is red. He goes straight through the red light. I was in the 2nd to the left lane and I honked my horn after he went through the intersection against a red light, going straight. The van behind him honked his horn as well. He goes from the far left lane into the far right lane to the other side of the intersection. He goes approximately 100 ft along Portola from the far left lane to the far right lane to where the bus stop is, which is 20 ft from the intersection of Portola & O'Shaughnessy. He stops at the bus stop to pick up a fare, which I believe was a woman. I drive by and take another glance at him to get a description. I drive 1 mile on Portola to Claremont. He passes me before I get to Claremont. The speed limit is about 35 mph, so that means that he is driving faster than I am because he picked up a fare, whereas I was going straight through and passed him first. There are 2 lanes on Portola before Claremont. I'm in the left lane. He passes me on the right. About 50 ft in front of me, he turns from the right lane to the left lane, without signaling. I had to turn off on Vicente, so I didn't see him after that." - - -	09/29/2011	10:13	am	Yellow_Cab_Co_op	1007		Yellow Cab, Toyota Camry	No	Portola & O'Shaughnessy	Portola & Claremont
973021	9/29/11 6:46 PM	Customer states that "I was picking up my son at Caltrain Station. I pulled over to the side waiting for my son. The taxi driver pulled up beside me and he was park on the bike lane and stopped right there which is fine for whatever reason he stopped. The bike riders need to go around his vehicle. My complaint is he could've in front of me and parked legally. When it's time for me to leave, I honked at him to move and the taxi driver said "You are in my spot". - - - Customer was not able to provide the driver's name and badge."	09/29/2011	06:43	pm	Bay_Cab	881		bay cab prius, white in color	No	NA	NA
973053	9/29/11 8:28 PM	we were in line and a drunk lady came, and got in the cab, and i grabbed her out and she said ok, and i tried to get in and he said no i determine who gets in my cab and its not you and get the fuck out and he pulled forward a few feet, that was just weird - - -	09/29/2011	08:25	pm	Yellow_Cab_Co_op	57		yellow	No	palace hotel	
973210	9/30/11 8:31 AM	Caller states "I was crossing the street; the cab did not slow down, I had to stop a short or he will hit me. If I were holding my daughter hand crossing the street I won't be calling complaint, I will be at his office waiting for him." - - -	09/30/2011	08:15	am	SF_Super_Cab	254		on the back had the sf cab compand , yellow with a red roof	No	lake and 7th ave	
973868	9/30/11 5:11 PM	Running a red light - - - Patron states "I was a pedestrian in the cross walk and this van almost ran me over as it was blowing through a red light."	09/30/2011	05:00	pm		701		Moblity Plus Van		Polk and Market	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
974032	9/30/11 11:06 PM	Patron stated "The cab stopped and pulled over for us. The cab invite me to get in. We ask the cab drive if he could take four people and he said he could take 3 people. Upon which he said cash only. We said there a sign in your window you can only take credit card. The cab driver said I'm sorry I'm going to go home. The cab driver said we can stay in here if we want to go to his home. The cab driver tried to take off with the door still open. I was still inside the cab. I didnt want to leave until he gave me his ID number.I told him that there will lawsuit if he continued to drive with me exiting the car. The cab driver wont give me his ID. Next to the meter there is a number 53619. Its says San Francisco taxi cab number 133. Luxor cab is the name of the cab. I was physical threaten when I got into the cab and he try to drive with the door open. "	09/30/2011	11:05	pm	Luxor_Cab			Blue white and red	No	Jone s& Taylor	
974047	10/1/11 12:40 AM	Caller stated "THE CAB DRIVER REFUSED TO TAKE A CREDIT CARD FOR PAYMENT. I STARTED TO ASK HIM WHERE HIS NAME BADGE AND INFORMATION WAS, THEN HE TOLD ME TO GET OUT OF THE CAB AND KICKED ME OUT. LIC. PLATE WAS POSSIBLY #83261B1.&td> <td>10/01/2011</td> <td>12:30</td> <td>am</td> <td>Yellow_Cab_Co_op</td> <td>831</td> <td>999999</td> <td>YELLOW, SUV</td> <td>No</td> <td>4TH AND TOWNSE ND</td> <td>POLK AND UNION</td>	10/01/2011	12:30	am	Yellow_Cab_Co_op	831	999999	YELLOW, SUV	No	4TH AND TOWNSE ND	POLK AND UNION
974054	10/1/11 2:35 AM	Caller stated "The gentlemen yelled at me and threatened my life. I'm terrified and disappointed. he wouldnt give me any information. He said he was going to kill me because I didnt tip him. I'm really upset right now. He yelled at me because I didnt have cash and didnt want me to pay by credit card. The fare was 11.75 and I told him to put 15 on it. He screamed at me because he wanted cash. Then he called me a fucking bitch "&td> <td>10/01/2011</td> <td>02:25</td> <td>am</td> <td>Yellow_Cab_Co_op</td> <td>2167</td> <td>999999</td> <td>yellow, SUV</td> <td>No</td> <td>North Beach</td> <td>Masoni c and Waller</td>	10/01/2011	02:25	am	Yellow_Cab_Co_op	2167	999999	yellow, SUV	No	North Beach	Masoni c and Waller
974105	10/1/11 8:28 AM	Reservation was made for 4:45pm - Cab did not show up until 5:15pm - - - Patron states We were going to airport and ordered cab 1-2hrs in advance, we made a reservations for 4:45pm, cab didn't come, we called, it took 5mins to get a hold of dispatcher, when we got a hold of the dispatcher he said a cab will be there in 10mins, the cab did not come. When we called again the dispatcher was extremely rude, saying we are lucky it is only 25min late, we are not a limo company, drivers are contracted, the came 25mins late, 5:15pm almost missed plane, we made it only because traffic was light&td> <td>09/30/2011</td> <td>05:15</td> <td>pm</td> <td>Luxor_Cab</td> <td>999</td> <td>9999</td> <td></td> <td>Yes</td> <td>Montcal m</td> <td>San Francis co Airport</td>	09/30/2011	05:15	pm	Luxor_Cab	999	9999		Yes	Montcal m	San Francis co Airport
974334	10/1/11 1:25 PM	DRIVER RAN A RED LIGHT - - - MOTORIST WITNESSESD CAB #2788 MAKING A LEFT TURN GOING SOUTHBOUND ONTO CLAYTON TO 17TH ST. EASTBOUND TO MARKET.	10/01/2011	01:23	pm	Yellow_Cab_Co_op	2788	9999	YELLOW - CROWN VICTORIA	No	17TH ST & CLAYTO N	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
974388	10/1/11 2:36 PM	PATRON STATES: THE CAB REFUSED TO PICK UP WHEN I ASKED TO BE TAKEN TO THE UNIVERSITY OF SAN FRANCISCO. THE DRIVER PULLED OVER AND HEARD THE DESTINATION AND SAID 'NO WAY' AND TOOK OFF. - - -	10/01/2011	02:30	pm	Veterans_Cab	493			No	ASIAN ART MUSEUM	UNIVERSITY OF SAN FRANCISCO
974479	10/1/11 4:37 PM	CALLER SAYS, "THE DRIVER PICKED MY GRANDMOTHER, A 93 YEAR OLD WOMAN, UP FROM THE HOSPITAL. HE TOOK HER BACK TO HER PLACE OF RESIDENCE. THE DRIVER WAS ASKED TO WAIT, WHILE THE CARETAKER WENT UP TO THE APARTMENT TO GET HER WHEELCHAIR. THE DRIVER WAITED A LITTLE BIT, THEN BOTTOM LINE, HE MADE MY GRANDMOTHER, WHO OBVIOUSLY HAD JUST BEEN PICKED UP FROM THE HOSPITAL BY THIS DRIVER (IN A WHEELCHAIR), GET OUT OF THE CAR SO HE COULD MOVE ON. HE SAID SOMETHING ABOUT MAKING MORE MONEY. BOTTOM LINE, HE TOLD HER SHE HAD TO GET OUT OF THE CAB. HE ACTUALLY MADE HER GET OUT OF THE CAB. WE'RE REPORTING BECAUSE THIS COULD HAVE BEEN A LIABILITY ISSUE. SHE COULD HAVE FALLEN."> - - - YELLOW AND BLACK CAB.	10/01/2011	04:15	pm				YELLOW AND BLACK CAB	No	CALIFORNIA PACIFIC MEDICAL CENTER, SACRAMENTO	846 PACIFIC AVE.
974571	10/1/11 9:18 PM	Patron states, "This driver was very rude, used foul language, and couldn't figure out where the restaurant was that we had reservations for. The initial trip cost us \$25.-- and we ended up just getting out of the cab and the closest restaurant. At one point he cursed back and forth with another cab driver. He also drove very fast. If we spoke to low with giving him information he would yell "Speak up!" very rudely at us. We were just glad to get out of the cab alive we were very afraid."> - - - see above	10/01/2011	06:45	pm	Town_Taxi_Cab	1196	999999	Ford	No	Marriot Union Square	Boulevard
974593	10/1/11 10:51 PM	I called yellow cab they told me they have the right to refuse taxi cab service to me. I called again they told me the driver has the discretion to pick me up. I called 20 minutes later and they told me that since I did not call in 20 minutes the fare was cancelled. As I understand the taxi cab company has to pick up passengers according to taxi laws. - - - Taxi patron states - I called yellow cab they told me they have the right to refuse taxi cab service to me. I called again they told me the driver has the discretion to pick me up. I called 20 minutes later and they told me that since I did not call in 20 minutes the fare was cancelled. As I understand the taxi cab company has to pick up passengers according to taxi laws.	10/01/2011	10:00	pm	Yellow_Cab_Co_op			Yellow Cab	Yes	531 Noriega Street	N/A



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
974594	10/1/11 10:54 PM	Caller stated "He did 60-70mph through every stretch that he could do. He was tearing up these residential streets at the same speed. At the same time, he wasn't responding to any of my comments. I was trying to be very polite,. I tried to get his attention and he wasn't responding to me. He was listening to his music very loud. He was basically driving recklessly and endangering pedestrians in the neighborhood. As he was going up Gough between Broadway and where Gough turns into a one way, he was tailgating another taxi and honking his horn at him, going up the hill at an accelerating speed and being very dangerous. He's just a very dangerous driver and just scared me." - - - NA	10/01/2011	10:40	pm	Yellow_Cab_Co_op	583	999999	yellow, Towncar, sedan	No	Powell and Union	Page and Laguna
974922	10/2/11 3:17 PM	PATRON STATES: I WAS A VISITOR AND THE CAB DRIVER. I WAS TRAVELING WITH A FRIEND AND GOING DOWN MARKET ST GOING TO THE EMBARCADERO FERRY BUILDING. SHORTLY AFTER WE GOT IN THE CAB HE STARTED MAKING REFERENCE TO ALL THE RIFF-RAFF ON THE STREET AND BELITTING PEOPLE. THE DRIVER SAID TAKE WHAT HITLER DID WITH THE JEWS THIS WASN'T WRONG THIS WAS JUST THE STRONGER PEOPLE DOMINATING OVER WEAKER PEOPLE. THE WORD NEEDS A PLAGUE TO GET RID OF PEOPLE. THE DRIVER ALSO MADE A HOMOPHOBIC COMMENT. THE DRIVER WENT ON A DIATRIBE ABOUT HOW THE HOLOCAUST WAS A NATURAL THING. THE DRIVER SAID LOOK AT THE CIRCUS HERE SAN FRANCISCO ATTRACTS THIS KIND OF RIFF RAFF. - - - DRIVER ID: 0977/05321	09/17/2011	12:00	pm				POSSIBLY YELLOW COLOR CAB		MARKET AND POWELL	FERRY BUILDING
974939	10/2/11 3:47 PM	Senior citizen's taxi voucher was denied and she was charged \$24.40 and is requesting a refund. - - - Patron is 92. Report is being made by her daughter Bella Rudin who is also a senior: Patron entered the cab with her helper on Sacramento St. Her helper got out on Fulton and the Patron continued on to Cabrillo. When she arrived at Cabrillo she gave the driver her taxi voucher #5798 and the driver swiped it and told her the card is not working and she needs to pay cash. Patron's daughter told the driver they are not paying cash and he needs to write down the taxi voucher information and take care of it manually. The driver made a call, hung up and stated "She is not eligible". I asked who he called and he would not tell me. I still refused to pay and I took my mother out of the cab and the driver tried to block me. My husband came out and the driver tried to push him and pick a fight. My husband is ill. The driver called the Police. The police came and told me I had to pay or go to jail. My mother was ok with going to jail. A second Police officer told me that not only would my mother go to jail but I would go also, because my mother was dropped off at my address. The officer said it would be cheaper to pay the fare. I paid the driver \$24.40 and I would like a refund. I called myself and was told my mother's balance on her card is \$440. I spoke with a Yellow cab assistant manager named Timothy Latt, phone ext 251. Timothy told me the driver handled this wrong and he was not supposed to call the police. Timothy also told me this	10/02/2011	11:45	am	Yellow_Cab_Co_op	1065	62395	4 dr sedan	Yes	3365 Sacramento St, Apt 553	1941-1943 Cabrillo

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
975244	10/3/11 7:59 AM	citizen complains: we were at fulton and masonic, waiting for a bus; a taxi van pulled over and said that he could take ten of us for 5 dollars each, 50 dollars ; I said, can't you just take 5 of us with the meter on; he said, no, I could make more money with a couple of short fares; then he drove off and circled. - - - e-mail response requested	10/02/2011	03:00	pm	Luxor_Cab	9956		van	No	n/a	n/a
975726	10/3/11 2:09 PM	I saw 1199 taxi cab in the early morning. I saw 1199 and they are two different taxis. I think its the same number but different taxis. 1199 is usually Toyota Camry. And yesterday I saw its a Toyota Prius. From airport on 101 north, it was a Prius. Then I saw 1199 at the office and it was a Camry. I saw it again today and its a Camry. - - -	10/03/2011	07:00	am	Black_White_Ch ecker_Cab	1199		Camry and Prius.	No	n/a	n/a
976394	10/4/11 11:34 AM	Patron states I am at 434 Clay St Club Quarters Hotel their are three cabs parked in front of the Hotel.These three cabs would not take my fare.They were pointing to the Meridian Hotel.I have never been to a city where a cab for hire refused me. - - - Luxor Cabs# 1309 1386 909	10/04/2011	11:34	am	Luxor_Cab			Luxor	No		
976847	10/4/11 7:21 PM	Patron states: "It was a DeSoto cab, #924. Picked us up at the hotel Marriott on 299 2nd Street in San Francisco. Took us to a restaurant in Chinatown. The route was completely unfamiliar to me and I asked him where he was going. At that point he became very irate and began yelling and screaming obscenities. He told me I was a Fucking Tourist and I didn't know what I was talking about. That I shouldn't question him, and if he got me there I would have to pay him more money. At that point I told him to immediately stop the cab and let me out. He refused and continued to drive erratically, yelling and screaming. I continued to demand he let us out and he refused. My guest became very upset and very frightenend. I told him to take me to the nearest police station. He kept yelling that if he got us to the restaurant I had to pay him more money. He said his dispatch would tell him it was more and I would have to pay more. I didn't see any driver ID or contact information inside the cab. No emergency number or anything that I could call on a cell phone. Then we arrived at the restaurant where he stopped and continued to yell and scream. The fare was about \$8. I gave him \$10 and he refused to give me change. Then he refused to take the money then he did take it and gave me the \$2 change and told us to get the hell out of his cab. He continued to yell and swear until we got out of the cab. - - - If you need to contact the customer for further details, please email him and he will provide a telephone number.	09/30/2011	08:00	pm	DeSoto_Cab	924	9999	De Soto	No	Mariott Hotel	Chinato wn

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
976917	10/4/11 9:30 PM	Overcharging for credit card use. Credit machine was broke. - - - Patron stated, that "The cab was hailed for me at the airport. I was half way in the cab when I noticed a sign in the cab that said "Credit card machine not working". I told the driver I better get out because I had a credit card. The driver said "No, no, no, get in, get in". He took off with my leg hanging out the vehicle and I had to go with him. There airport security guard that witnessed this. I asked again "Can I just get out now?" and the driver said "No, I'll take a carbon copy and call it in" and he would not let me out. I gave him the card to swipe he was writing in the numbers and used his cell phone to dial in some numbers. He charged me \$63.45 instead of \$43.45 he made the 4 look like a 6. So I corrected the receipt. He was mad because I would not pay 5% more because I was paying with a credit card. I told him if the machine was working you would swipe it and I would pay regular fare. He was angry and I told him "I just want to get out of this fucking cab". The driver told me "You don't say that to me" and he began to swear at me and trying to show me a yellow slip with the 5% increase. Once he gave me my car back I got out and asked him to open the trunk for my luggage. He opened the trunk I got my luggage out and he left." (The driver had a headrest that was an American flag).	10/04/2011	07:45	pm	Bay_Cab	1209		White Prius	No	SFO Airport	4003 18th st
976919	10/4/11 9:36 PM	Patron states when passengers will be charged a rate that exceeds what is shown on the meter they should be informed in advance by at least 3 ways, one would be large signs posted at the airport, two would be signs posted in the taxi that are visible, three would be a verbal statement from the taxi driver, no passenger should get to his or her destination only to find that there bill is higher than what the meter says. taxi drivers will lie about not taking credit cards based on their subjective and a racist views about clients those who do take credit cards often refuse to under the pretense that their machines are broken or they just dont take credit cards. I think it is a blatant act of racism. the meter read \$68.40 and he charged \$52.60 extra and wanted a tip after that. - - - Driver Id number is D****526	09/28/2011	09:30	pm	Royal_Cab	1172		yellow	No	SFO	Hampt on Inn in Hayward California
976966	10/5/11 4:56 AM	The caller states, "The driver's vehicle advertises that he accepts credit cards; however, he realized I did not have cash. He stated for me to go to the ATM ... Go to the ATM. I told him that I did not have cash. He refused to take me to my destination and pulled over until I was able to come up with enough cash for the fare." - - - NA	10/05/2011	04:56	am		312			No	550 Larkin St.	450 10th St.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
977235	10/5/11 10:13 AM	DRIVER AND A MALE SUPERVISORS RUDE AND DISRESPECTFUL BEHAVIOR - - - PASSENGER CALLED FOR CAB AROUND 7:15 A.M. FOR 8:15 A.M. PICK UP. SHE RECEIVED AN AUTOMATED CALLED STATING THAT CAB WOULD BE THERE 1 MINUTE. WHEN PASSENGER AND SON EXITED THERE HOME AT 8:16 A.M. THEY COULD SEE THE DRIVER LEAVING. PASSENGER RAN AFTER THE CAB, SHE CAUGHT UP WITH THE DRIVER AND TAPPED ON HIS WINDOW. HE SAID HE HAD BEEN THERE WAITING SINCE 8:05 A.M. AND SAID THIS IS NOT FREE AND BEGAN RANTINING ABOUT TIME AND MONEY. PASSENGER EXPLAINED THAT SHE WAS SORRY BUT THE APPOINT WAS FOR 8:15 A,M, AND IT WAS NOW 8:18 A.M. AND SHE AND HER SON WERE IN THE CAR. PASSENGER THEN PROCEEDED TO CALL CAB DRIVERS SUPERVISOR AND THEN THE DRIVER PULLED OVER TO THE SIDE OF THE ROAD. PASSENGER THEN ASK THE DRIVER COULD THEY DROP HER SON OF AT SCHOOL SO THAT HE DID NOT HAVE TO WITNESS THE ALTERCATION BETWEEN HER AND THE CAB DRIVER. AT THIS POINT THE DRIVER PROCEEDED TO CALL HIS SUPERVISOR. AFTER COMPLETING HIS CALL TO HIS SUPERVISOR HE THEN AGREED TO DROP OFF THE PASSENGERS SON. PASSENGER SON WAS VERY SHAKEN UP FROM THIS ALTERCATION. PASSENGER THEN CALLED AN SPOKE TO A FEMALE SUPERVISOR AND LET HER KNOW THAT SHE DID NOT FEEL SAFE IN HIS CAB DUE TO HIS BEHAVIOR AND CONSTANT RANTING. FEMALE SUPERVISOR WAS VERY RESPECTFUL AND RECEPTIVE AND TOLD HER NOT TO HANG UP SHE WAS GOING TO HAVE PASSENGER SPEAK TO SOMEONE ELSE BUT AT THAT POINT THEY WERE DISCONNECTED. PASSENGER CALLED RIGHT BACK AND GOT A RUDE MALE	10/05/2011	08:20	am	Yellow_Cab_Co_op	552	99999	SUV	Yes	548 PACHEC O ST	MT. ZION HOSPI TAL ON DIVISA DERO
977536	10/5/11 2:21 PM	I was on Bay and Mason and a yellow cab, #583, was at the corner. I flagged him down and he asked me over to the taxi. I attempted to get into cab, but the driver asked me to tell him where I was going. I said that I would tell him when I got inside and he said "No" that iwould have to tell him before i got in. I told him he could not refuse my fare and he said that he could because I did not call in the request. I gave the drive the chance to change his mind. - - - Women is disabled and walks with a cane.	10/05/2011	02:15	pm	Yellow_Cab_Co_op	583		Yellow Cab	No	Bay and mason	NA
977788	10/5/11 8:25 PM	i just arrived from the airport he drove me to my home, he didnt have a machine to take cc, he was fussy and said it cost too much, finally agreed after asking again, but then he was trying to get me to give him the card before reaching the destination, he was rude, driving really fast, and when i asked for him to do two locations he said im too busy and i ended up paying cash and not giving much - - - he was just incredibly nasty	10/05/2011	08:10	pm	Bay_Cab	1059		cab was white, bay or bay city cab	No	sfo airport	14th st & guerrer o

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
977861	10/6/11 5:53 AM	fog city cab refused fare - - - Per cab driver - driver for fog city cab refused fare and driver for national cab company took fare to destination (national cab # 1279 badge 65972)	10/06/2011	03:50	am	Fog_City_Cab	1382	99999	Fog city	No	Market & New Montgo merv	Grant & Green
977911	10/6/11 8:35 AM	Taxi was shutting off during the ride. The check your oil bell was going off and it literally shut off 5-6 times during our trip. All the panel lights were lit while this was happening I thought I was going to die because the taxi was sliding towards parked cars because he could not control the steering when the engine shut off. - - -	10/06/2011	08:30	am	American_Cab	360		suv type vehicle	No	Powell & geary	800 Chestn ut
978241	10/6/11 12:54 PM	Patron states "Recently the cabs are not taking me to my destination because its not a logn distance. That's not fair because I have money like everyone else. I work. - - - n/a	10/06/2011	12:45	pm	Big_Dog_City_Cab	739		cab said BIG DOG CITY Cab on it	No	Powell and 5th	445 O'Farre ll
978311	10/6/11 2:21 PM	Taxi Driver ran a red light and almost hit a woman pushing a baby in a baby stroller. - - - Citizen states "I'm calling to file a complaint against National Veterans Cab number 194. This occurred at 4th and Market Streets this morning. The Driver clearly ran a red light. All of the pedestrians had the right-of-way. The cab almost hit a woman and her baby in a stroller. I called National Veterans and reported this incident to them. I talked to a police officer who was at the scene. His back was turned so he didn't see what happened. He told me to call Taxi Services and report it to you. I am 100% sure of what I observed."	10/06/2011	02:20	pm	National_Cab	194	999999	n/a	No	4th St	Market St
978438	10/6/11 4:41 PM	Disabled passenger stated, "I was trying to catch a yellow cab in front of the Marx Hotel at 5th St and Market St. I'm legally blind and I'm a African American. This cab driver would not let me get on because I'm a African American because he picked up a White passenger after he refused to let me on. It is discrimination! I was the only person standing there. This yellow cab #211 was parked and waiting for a patron. So I walked up to the cab and I tried to open the door. The driver locked his cab. I said, "Can I catch you?" And he said, "No." He refused to let me in. He was so arrogant that before he picked up the white passengers he said, "Do you actually think they will file this complaint against me?" I use paratransit due to my disability and my paratransit ID number is 139296." - - - n/a	10/06/2011	04:25	pm	Yellow_Cab_Co_op	211		Yellow Cab, 4 door sedan	No	Marx Hotel at 5th st and Market St	n/a
978542	10/6/11 7:34 PM	Patorn stated, "I was in a Bay Cab and the cab number was 1209. I caught the cab from SFO airport to SF. The driver was super rude the whole time and he was trying to give me the guilt trip and paying for the 5%. He was trying to drive me to an ATM so I wouldn't pay with my credit card. He was talking on the phone the whole entire ride." - - - n/a	10/06/2011	07:25	pm	Bay_Cab	1209		BAY CAB, Toyota Prius	No	SFO Airport	Fillmor e St and Eddy St

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
978555	10/6/11 8:18 PM	the taxi drove just two blocks and then asked me if i was paying in cash, i said no, im paying with credit card, and he said i dont accept credit cards and cursed mexicans, and said get out of my cab, he was very rude and offensive, i dont even look mexican - - -	10/06/2011	08:00	pm	Big_Dog_City_Cab	624		red & white	No	van ness & grove	market & hyde
978877	10/7/11 11:51 AM	Patron states "the seatbealt on the right hand side not working in the back and when I let him know he got mad at me for trying to use it. I'm pregnant so I wanted to have a seatbelt on. He was very rude to me and then he was arguing with another gentleman when i was trying to leave the cab and the cab's door wouldnt open from the inside. it was a mess." - - - n/a	10/07/2011	11:45	am		2507		2 different shades of yellow on the cab, NOT yellow cab, sedan	No	van ness and post	market and 5th
978908	10/7/11 12:28 PM	Motorist stated, "The taxi driver was behind me and he tried to squeeze through by forcing me off the road into the bike lane and he cut me off in a reckless manner and he was also speeding. The driver gave me an odd look and smile inappropriately as he passed me. - - - Unsafe driving: Forcing customer off the road into the bike lane, cutting customer off, and speeding.	10/07/2011	10:50	am	Yellow_Cab_Co_op	2846		Yellow cab. Mini SUV and disabled sign on the back window.	No	Potrero NB Near 17th/18th	To the end of Potrero where the driver turned right undern eath the freewa y ramp.
978924	10/7/11 12:43 PM	failure to yield at a pedestrian crosswalk full of pedestrians - - - Cab made a left turn from Hayes onto Polk with the crosswalk full of pedestrians. He actually speed up to hurry and get through the crosswalk so we-the pedestrian actually had to dodge out of the way not to be hit.	10/07/2011	12:43	pm	Yellow_Cab_Co_op	1093		yellow	No	Hayes and Polk	
979019	10/7/11 2:33 PM	PATRON STATES: THE DRIVER HAD THE METER GOING BEFORE I GOT IN THE CAB. THE DRIVER WAS RUDE AND AFTER SHE PUT MY STUFF OUT ON THE GROUND AND I ASKED HER NOT TO DO THAT, AND SHE DID IT ANYWAY. - - -	10/07/2011	02:30	pm	Green_Cab	2334		GREEN CAB GREEN AND WHITE COLOR	Yes	450 10TH ST	1065 CONNE TCICUT

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
979136	10/7/11 4:58 PM	The patron states: The driver information seemed a little bit suspect. The ID was like a copies version which did not have the drivers name. I am primairily calling because when I went to pay, the driver took and imprint and then asked for my telephone number and wrote my credit card number on the slip. He got very defensive when I questioned him. He would not let me look at his lisence when this was happening. He did not agree to give me the lisence number until I said I would not give my credit card until he did so. When I told him that I did not want to provide my telephone number he states that he would run the card electronically. This just seemed suspicious. While the car was in motion and I took a fuzzy picture and can e-mail it if need be. - - - The patron did not have the driver name.	10/07/2011	04:55	pm	Arrow_Cab	280	54934	A Hybrid, sedan type 4 door thing, I believe it was yellow, I didn't ay too close of attention.	No	SFO	Fulton/Masoni c
979171	10/7/11 6:05 PM	refused service and was very rude and obnoxious to our military men and women - - - Customer flagged down the driver. Driver stopped and asked where Customer was headed to and Customer told him the marina and the driver went into a rant and rave all about how I needed to pay attention to the grid and can't I see that the sun is setting right now and I needed to pay more attention to the grid. Customer started backing away as driver was going on and on. Customer still wanted to flag down a cab so moved back to where she came from. Then some military guys came out and were looking for a cab and asked the driver if he was available so driver asked where they were going and they said the marina and the driver started yelling at them all about the fucking grid and the sunset and was calling them fucking morans, the military guys looked shocked. Customer went up to driver and told him she was going to complain about him and he just kind of drove off. This driver did not care about how he was treating people and did not seem to mind his own offensive behavior. This is just totally unacceptable behavior especially to out military men and women.	10/07/2011	05:50	pm	Big_Dog_City_Cab	773		bright orangish red color	No	columbus	vallejo
979213	10/7/11 7:30 PM	Per caller: I landed at SFO. Went ot taxi line. Went to the assigned cab 1284. Entered cab. Asked if he took visa/mastercard. Told him destination is Mill Valley. Driver rolled eyes. He made faces and noise. I exited vehicle. Reported to SFO taxi superintendent. And thats it. - - - n/a	10/07/2011	07:28	pm	Luxor_Cab	1284		sedan	No	SFO	Mill Valley

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
979217	10/7/11 7:37 PM	refused a fare 2 times in a row - - - new cab with no license plate and no company name on the back either. Customer flagged down the cab and the driver asked where customer was going, customer replied and then the driver told Customer to go fuck yourself and drove off. Then the driver drove 50 ft down road and did it to some tourists and parked his cab and got out of his cab so he was probably pretendign he was on his break so he would not have to take the tourist where they wanted to go.	10/07/2011	07:20	pm		1094		Red and cream colored mini van	No	embarcadero Hyatt	
979275	10/8/11 2:16 AM	Caller stated "The cab driver is trying to kick us out of the cab. Were just 2 females trying to get home. We initillally got into the cab, said our destination and he decided that he no longer wanted to take us there. I said thats fine but I need some of your identification. Then he proceeded to try and kick us out of the cab by going to each door of the passenger. He tried to open the door and kick out a passenger that was in on coming traffic."" - - - NA	10/08/2011	02:15	am	DeSoto_Cab	472	999999	Nissan Altima, white with blue stripe	No	2200 Mission	2218 Mission
979281	10/8/11 6:22 AM	did not accept credit card, did not print receipt - - - did not accept credit card, did not print a receiort	10/08/2011	06:18	am	Yellow_Cab_Co	1247			Yes	1566 20th	SFO
979387	10/8/11 10:48 AM	THE DRIVER WAS VERY RUDE, HE DID NOT OFFER TO HELP AT ALL. HE DID NOT EVEN GET OUT OF THE CAB. WHEN HE LET US OUT HE JUST POPPED THE TRUNK. WE HAD TO GO TO HIS WINDOW JUST TO PAY HIM. WE TOLD THE NEXT PEOPLE WAITING TO NOT TAKE HIS CAB BECAUSE HE VERY RUDE. - - - THE DRIVER WAS VERY RUDE, HE DID NOT OFFER TO HELP AT ALL. HE DID NOT EVEN GET OUT OF THE CAB. WHEN HE LET US OUT HE JUST POPPED THE TRUNK. WE HAD TO GO TO HIS WINDOW JUST TO PAY HIM. WE TOLD THE NEXT PEOPLE WAITING TO NOT TAKE HIS CAB BECAUSE HE VERY RUDE.	10/08/2011	10:05	am	Black_White_Checker_Cab	953	99999	Black and white checkered	No	SFO AIRPORT	MASON STREET



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
979567	10/8/11 3:03 PM	Motorist was driving on Laguna near Golden Gate and the driver of DeSoto cab came up on the customer's left side. He did not stop, but ran through a stop sign and it was not his turn. I honked at him so that he would not hit me and he accelerated and went around me on the opposite lane into oncoming traffic. I turned right and follow him so that I can get his cab number. He continued down the street in the wrong lane. When customer and cab driver arrived at the following stop sign, the customer was writing down the cab number, the driver and a friend (who did not seem like a passenger) sitting next to the driver rolled down the window and both were laughing at the customer. Customer stated that is not professional. Customer's children were also in the vehicle. Customer would like a call back regarding this incident. - - - Customer requesting a call back from Taxi Commission.	10/08/2011	02:47	pm	DeSoto_Cab	510		SUV	No	Laguna near Golden Gate	
979713	10/8/11 9:49 PM	Patron stated "My girlfiend and I tried to grab a taxi cab from the corner of California & Hyde. About 9:27pm tonight. The first cab that pulled over was cab number 631. Before hand we went into the store and we got some cash. Before we got into the cab the cab driver yelled out the window cash only. Which we had but than the cab driver just speed off. We understand they prefer cash and its busy. The fact of the matter is on the side of the cab it says credit cards and debt cards. Its part of his job. Its was obnoxious and rude. Were so tired of cab driver in the city playing by there own rules. I started to open the door but we pushed for second cause he rolled down the window and said cash only. The cab driver just assumed we didnt have the cash and they he sped off." - - -	10/08/2011	09:27	pm	Yellow_Cab_Co_op	631		Yellow	No	Californi a & Hyde	
979755	10/9/11 7:55 AM	PATRON STATES: THE DRIVER DID NOT CHECK OUT AT THE EXIT AT THE AIRPORT. THE DRIVER DID NOT SWIPE HIS SMART CARD AT THE EXIT STAND. THE DRIVER PROBABLY JUMPED THE LINE. - - -	10/07/2011	10:30	pm	Arrow_Cab	274			No	SFO	SAN FRANCI SCO
979779	10/9/11 9:15 AM	patron states: WE WENT FROM UNION SQUARE UP TO WASHINGTON SQUARE PARK AND THEN I HAD TO GO TO 2600 GEARY AND THE DRIVER TOOK EVERY POSSIBLE TURN AND TWIST. EVEN TO GET TO WASHINGTON PARK HE TOOK SO MANY TURNS. IT WAS ALMOST A \$50 CAB RIDE. IT WAS LIKE WE WENT IN LOOPS AND SQUARES. I WENT TO PAY WITH A CREDIT CARD AND THE DRIVER SAID 'NO CAN YOU PAY CASH.' THE DRIVER SAID MY CARD MACHINE DOESN'T WORK ALL THE TIME. I SAID I DON'T HAVE CASH. AND THE CARD MACHINE WORKED. - - -	10/09/2011	08:30	am	Royal_Cab	383		RED AND YELLOW	No	UNION SQUARE	2600 GEARY

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
980008	10/9/11 4:57 PM	Caller stating she waved a cab down, attempted to get in.. driver wanted to know she was going. When she told him North Beach, he refused and drove off. - - -	10/09/2011	04:48	pm	Yellow_Cab_Co_op	763	99999	Yellow Cab	No	Jackson and Davis	North Beach
980055	10/9/11 7:18 PM	Driver was upset over no tip and harassed his fare and threw soda on her stairs and egged them the next day. - - - Patron stated, that "I dropped a soda I was drinking and it spilled on the back floor of the cab. The driver got very upset. I tried to clean it up while I was riding, but I could not see very well because he would not turn the light on. When I arrived to my destination and gave him my credit card, I refused to give him a tip because he was so rude. He kept threatening by saying "I can charge you a \$100 cleaning fee and I can call the police!". I leave the cab going upstairs to my clients home and he starts calling me all sorts of names "Bitch",, "Pig",, "You're stupid and no man would ever want you",. He takes a soda cup filled with liquid and throws it up the stairs. Since this my clients house I didn't want to take this any further . Today the stairs were egged. Although I didn't see him egg the stairs, based on yesterday's activity, I can logically assume it was was the same driver!"	10/09/2011	08:56	pm	Fog_City_Cab	1048		4 dr sedan	No	3rd St and Mission	Wawona and 20th
980071	10/9/11 8:54 PM	Bad rear tire - - - Pick up a SF airport and the back rear tire was making a bad noise. After getting on the freeway the tire noise got worst. The customer ask him to pull over . The driver pulled over to the medium. I ask him to take the next exit. The rear tire was worn. The steel was coming out of the tire and I took a picture of it. There was a problem with the tire when he picked us up and could have been disastrous. When the driver finally took the exit I went into the Comfort inn and call another cab. Passenger took a picture of the tire and would like to submit it to Yellow Cab and the Taxi Cab Commission.	10/08/2011	03:15	pm	Yellow_Cab_Co_op	2457		Yellow	No	SFO	Final destination was to be Market and Fifth
980105	10/10/11 1:47 AM	Caller stated "I gave the driver \$25 to take me home to the Sunset and stop in the Haight first. The driver didnt want to take me to the Sunset and started arguing with me. Now I'm walking home to the Sunset. The driver didnt really know where he was going either." - - - NA	10/10/2011	01:30	am	Yellow_Cab_Co_op	9048	999999	yellow, van with sliding door	Yes	1831 San Jose	Cole x Haight

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
980684	10/10/11 9:14 PM	Driver informed passenger that he did not take credit cards, passenger stated that he got into another Arrow cab and he as well stated that he did not accept credit cards. Passenger informed the driver that it is regulation for cab drivers to take credit cards as form of payment and he stated it was not. Passenger informed the driver he was reporting this issue and he instructed him to go ahead. - - -	10/10/2011	09:05	pm	Arrow_Cab	863		yellow Nissan (Altima) with red highlights	No	howard & 1st St	n/a
980721	10/11/11 4:04 AM	customer a cab driver called 311 to report that "the driver of the cab was waiting in line at the St Regis Hotel and the dirver that called in the complaint was behind the driver and the driver refused to take a short fare and the driver behing the driver who refused the fare took the patrons to there destination";. - - - Customer called to report the issue.	10/11/2011	03:45	am	Bay_Cab	8	9999	White with Brown Lettering	No	St Regis Hotel, 3RD Street and Mina	
981187	10/11/11 1:59 PM	ran two stops signs and speeding - - - motorist states she was driving behind the cab driver, the driver ran two stop signs on Westmoor and St Francis and the second location was also on Westmoore, the cab was also speeding	10/11/2011	01:55	pm	Arrow_Cab	274		Arrow	No	Skyline and Westmo or	
981213	10/11/11 2:28 PM	PATRON STATES "i was talking to him and i tol dhim i was not be able to give him a tip and he started speaking N-words saying they never tip him which really bothered me because im half black even though i dont look it and he didnt know. He then related a story how a N-word didnt tip him although he knew he had the money to tip him." I ASKED "DID YOU JUST THE N WORD" AND HE SAID "NO HE DIDN'T"; - - - N/A	10/11/2011	12:00	pm	Regents_Cab	1331		LIGHT BLUE WITH YELLOW TRIM (MAYBE SF BAY TAXI COMPANY)	No	geary and park presidio	sloat and 19th
981394	10/11/11 5:26 PM	Patron stated, "I was trying to catch a cab outside of the hotel. I walked over to a Yellow Cab #731. The driver asked where I was going. I told him I want to go to Fillmore and Golden Gate. Then he asked me if I'm paying with credit or cash. I told him credit and he said his credit card machine was not working. So I walked over to the next cab and I told the driver what happened. This driver got out of his cab and walked over to the guy who said his machine wasn't working. He came back and said he was lying, the machine is working. The driver said that guy was lying because he didn't want to pay extra for using the credit card machine." - - -	10/11/2011	05:15	pm	Yellow_Cab_Co_op	731		4 dr sedan	No	New Montgo mery and Market St	Fillmor e St and Golden Gate Ave
981406	10/11/11 5:39 PM	When he picked patron up she asked about dropping her in the Sunset he said something about getting off early, w/in a 1/2 hour and he did not have time. Huffing and puffing, the driver complained and then dropped her back off in front of the hotel. - - -	10/11/2011	05:35	pm		1266		White, Prius	No	Hotel Monoco	Hotel Monoco

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
982183	10/12/11 7:00 PM	See below - - - The patron states: I picked up the cab at SFO. I told the driver where I was going and he brought me to the wrong place. The driver then told me that he would take something off the fare when we arrived at the destination. He never took anything off the fare. I am filing this with you because the cab stated "Call 311 with Question or Complaints". I do not know the cab company, it is not on the receipts but the cab number is 953.	10/12/2011	06:55	pm		953	9999	A white sedan.	No	SFO	Hampton Inn - Burlingame
982267	10/12/11 9:52 PM	caller states this was an out of town cab soliciting customers. - - - cab number could also be 40128	10/12/2011	09:20	pm	Bay_Cab	4128	9999	same colors as bay white & black & white strip	No	kearny st & sacramento	
982305	10/13/11 12:32 AM	The caller states, "The video monitors in the back seats are playing television while I'm riding in the cab. It's making me nauseous. The TV's should be removed from the cabs or there should be an option to turn the television off. - - - NA	10/13/2011	12:34	am	Luxor_Cab	101		NA	No	NA	NA
982411	10/13/11 8:52 AM	Cab Driver at SFO dumped food onto ground at the overflow lot waiting area. 2757 Spare Cab # - - - Customer reporting Driver dumped a large quantity of food on the ground next to her cab before dropping the empty container in the garbage.	10/13/2011	08:51	am	Yellow_Cab_Co_op	520	9999	Yellow	No	SFO Overflow Parking area	n/a
982444	10/13/11 9:17 AM	Patron states he is a very bad driver.I asked him to slow down and he gave me attitude and started jerking the car around.Also the driver does mnt have his badge displayed as he should. - - -	10/13/2011	09:17	am	Luxor_Cab	1148	65419	Luxor	No	SFO	
982450	10/13/11 9:21 AM	Customer got in Arrow cab at SFO and gave the driver the address. Driver asked where 133 Starview Way is. Customer told the driver it's by O'Shaughnessy and to take 101 to 280. Instead the driver took 380 to 280 through Daly City. The route the driver took double the fare from \$25 to \$48. The driver refused to give his name and medallion number and it was not displayed as required. Customer is a retired SFPD. - - - Did not go on the route that customer requested, fare was doubled, refused to give name and medallion number and not displaying the information as required.	10/13/2011	09:00	am	Arrow_Cab	1234		Arrow cab	No	SFO	133 Starview Way
982778	10/13/11 3:12 PM	Patron states he was over charged \$52. The fare came out to \$46.95 the total that I end up paying was \$98.95 I think it was a accident I asked him to charge me \$52 in total not in tip. - - - Medallion #0102	10/05/2011	09:55	pm	Luxor_Cab	0102	160256	Luxor	Yes	Townsend	City of Millbrae

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
982984	10/13/11 7:30 PM	Per patron: The driver was so rude and insulant, we got out of the cab right away. WE got in with 4, 2 couples. We returned a rental car and just realized that we were missing an ipad. He had music blaring. Im listening to an automated message and I asked my friend to ask him to turn it down. She asked Would you mind turning down the music. He said it is down. My friend said could you turn it down more. He said if you want it off you should say off. So we asked to turn it off. He said I work hard, long hours. I want to listen to my music. He said I had to get off phone before getting in car. I dont want to listen to you people talk. My husband said ok fine you just take us to where we want to go. By this time Im off the phone. He jsut continued to say again I dont want to talk to you people. My husband said thats fine we wont talk, just take us. He kept on and was saying I dont have to take this crap. I said lets get off here. We had 5.70 on the meter. He said you have to pay me before you get out. We get out to geet the money. We were all having the money out. We gave him 6 dollars, to hand it to him. He snatched it out of my husbands hand. As my friend is still in the cab, he leaned into the backseat of the SUV to reach the box. He ripped the box, he was fighting my friend for it. He touched my friend in trying to reach the box in order to stop him. He then was pulling on the handle of the wine box. He dropped the f bomb before getting in the car. He tried to speed away but there was traffic. He couldnt pull away because of the light.	10/13/2011	07:15	pm		498		SUV ford escape, yellow with black righting on it	No	Prescott Hotel	Headin g for Epic Roast House on Embarc adero, but got out at Market and 4th
982998	10/13/11 8:11 PM	The patron states: There is a screen called Trip Advisor that is very annoying. You can pay for the fare through the screen but it is a bright screen that is advertising and you cannot turn it off. Apparently, you can turn it off but then a screen saver comes on that is just as bright and annoying. We are not guinea pigs in the back seat here. - - - This thing is about a foot from your face, it is too bright and irritating. If somone were standing that close to you, you would move away, it is a complete invasion of space.	10/13/2011	08:13	pm	Luxor_Cab	112	9999	sedan	No	n/a	n/a
983023	10/13/11 9:19 PM	Per caller: I was on 4th near King at Caltrain. Royal Cab 792 pulled up with the lights on. He asked me where I was going. I said Im going into your cab. He asked again and I said Im going into your cab. He again asked where are you going and I said I have your cab number and you have to take me anywhere in SF. He said F-U and drove away. He didnt let me in the cab. He was deciding whether he would let me in based on where I was going that was my impression having had it happen before. I work up here every week. 99 percent are courtesy. Ive had good luck. - - - n/a	10/13/2011	09:15	pm	Royal_Cab	792		sedan or hybrid, gold with red strip, not suv	No	Caltrain 4th and King	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
983094	10/14/11 7:26 AM	Customer paid in cash and recieved a receipt from the driver for his payment in cash. It is marked with the National logo. The patron lost his phone and has already filed a report. Since then he kept trying the cab company directly being he knew what company he was riding with was told by dispatch there that just because the receipt has their name on it doesn't mean it was from their company. Also patron was treated discourteously by different people answering the phone at National. They were argumentative with him stating that maybe he lost it somewhere else, that their company didn't have any phones turned in to find out a call or two later that there were cell phones locked up in the safe from the night he lost it which was late wednesday - early thursday night. Patron is just highly disturbed by the way the company personally were so rude and unhelpful. The reason the patron is calling is he believes that the company is not complying with regulations for lost and found about turning it in. National states they keep a log and leave what they find in their safe. - - -	10/14/2011	07:27	am	National_Cab				No	Maggie McGuires	The W
983600	10/14/11 3:41 PM	Patron stated: "I just had the worst cab ride in my life. I am still traumatized. First of all, he didn't accept credit cards, and we said that's how we would pay. He then pulled out a credit card machine and said 'I think this will work.' We said 'That is all we have'. The he was going about 90 miles per hour and almost hit another car, swerving out of his lane. At the same time, he was going through his pockets, putting things on his visor and dashboard. He was also much, much too close to the cars ahead of him for the speed that he was going. I told him 'You need to slow down. The speed limit is 65 and you are going 85'. He said 'I am just going with the traffic.' I said 'I don't care, I am not comfortable'. He got over to the other lane and slowed down because he needed to exit. He was very rude and seemed agitated and was driving very aggressively, probably because of that. When we got here, He did not get out at all to help us with our luggage. We told him the trunk was not open, he said that it was, but it was not. We told him again, and he opened the trunk. He pulled out his credit card machine and asked if we were going to tip him. The fare was about \$15.00 more than our previous ride from the Airport to Fisherman's Wharf. Cab receipt shows the driver's name. - - -	10/14/2011	03:40	pm	Black_White_Checker_Cab	1094		B W Checker Cab	Yes	Fisherman's Wharf	SFO Airport

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
983605	10/14/11 3:50 PM	Customer called for 4 cabs 1 ½ hour before his Dr's appointment. (Yellow, Luxor, Desoto, and All Cab/City Wide.) All these cabs did not show and they were not even dispatched by the cab companies. Many times the cab companies do not answer their phones. Customer is disabled and has Paratransit tickets. This happened today, last week, and 2 weeks ago. This is happening all the time with all the cab companies. This is standard practice with all the cab companies. Customer put in numerous complaints regarding this. Would like something to be done about it. - - - Customer called 4 cab companies and waited 1 1/2 hours and none of the cabs showed. He tried calling the cab companies back up and they are not answering their phones.	10/14/2011	02:00	pm	Yellow_Cab_Co_op			n/a		Corbett and Clayton	Golden Gate and Fillmore
983818	10/14/11 11:49 PM	Followed by a cab driver - - - License plate CA 02793A1 appear to be from Petuluma. West on Masonic South of Geary Blvd.	10/14/2011	11:30	pm	American_Cab	475	614200	American Bab	No		
983826	10/15/11 12:43 AM	Caller stated &quot;We were out having dinner with some work associates, all of us were sober. We approached a cab driver. There was 6 of us. We had just finished our meeting.. His light was on. My fiancée flagged the driver down. He waved us on, then stopped. We had gone up to the cab and I began to open the door. He began to move forward. Then rolled his window down and said NO! Then waved us away. Then I said youre lights on, I dont understand why you wont take us. None of us were drinking. We were all very well dressed. I couldn't really understand why. He said F You! F Off! He proceeded to then pell off and almost run over my fiancée and my work associates feet. Just driving recklessly. He was endangering us and the party we were with.&quot;; - - - NA	10/15/2011	12:25	am	Bay_Cab	177	999999	Prius, white	No	22nd and Guerrero	NA
983834	10/15/11 2:19 AM	The caller states, &quot;We got into the cab and provided the driver with the destination. He asked, &quot;where was the location&quot; and we stated nearby. He told us to get out and that he was not going to take us to the location.&quot;; - - -	10/15/2011	02:02	am	Yellow_Cab_Co_op	317		NA	No	New Montgomery & Mission St	NA
984071	10/15/11 12:44 PM	Smoking - - - Patron states &quot;white woman smoking in the vehicle&quot;;	10/15/2011	12:43	pm	Yellow_Cab_Co_op	828			No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
984104	10/15/11 1:29 PM	Taxi patron states, "I'm traveling with my family to participate in a marathon. Upon approaching the taxi immediately the driver said to me 'I'm not going to Africa.' I'm not sure where he was going with this comment but it was very racist. He then said he was just joking. We then got into the vehicle and he then drove to our destination. When one of the members of our party got out of the cab she told him that the comment was very rude and unacceptable. He then apologized again stating that he has traveled to Africa many times and that he too is not from this country. I then got out of the cab and told him that the comment was very racist and unacceptable. I feel that with something like this we should be reimbursed for our cab fare." - - -	10/15/2011	12:00	pm	DeSoto_Cab	1253	61373	van for 5 people	No	SFO	The Quest Hotel
984152	10/15/11 2:41 PM	Per caller: I wasn't in the taxi myself but driving along. The taxi in question was behind me and started honking when I let another driver pull out of a parking space. California and Mason. I turned around and rolled down window. I yelled what's your problem. He stopped his car in middle of street blocking traffic, comes to my car and reaches in and pointing at me. He's speaking a foreign language, threatening me. Shouting and pointing aggressively at me. Not touching me that I recall. After that he gets back in his car and drives off. I did get out of my car and took a picture of him while he was stopped at the intersection. I think it's Town Taxi. I've lived in the City a while and I know that people honk and it's hard. But I've never had someone threaten me and that's what prompted me to call. - - - n/a	10/15/2011	02:15	pm	Town_Taxi_Cab	152		SUVish or hybrid	No	California and Mason	n/a
984177	10/15/11 3:54 PM	Customer called Yellow cab 1 hour ahead. At one minute before 11 a.m. the cab company recording came through for customer to be ready. She came down from her apartment building with packages and she was informed by her neighbor that the cab arrived and waited for approximately 30 seconds and took off. She never saw the cab. Customer ended not visiting her aunt at the nursing home. - - - Would like to know if she is entitled to cab driver's name and if there will be any actions against the driver or the company.	10/15/2011	11:00	am	Yellow_Cab_Co_op			Yellow	Yes	952 Powell	n/a



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
984317	10/15/11 10:13 PM	caller states the cab driver refused to take my credit card he said i had to pay cash. he said that his machine was broken and i told him that he could do a paper transation. the driver then started to yell at me saying that he didn't do that. i told him it was ilegal for him not to accept my credit card and told him if he wanted to call the police he could and they could settle it. the driver then said he knows my address. then i walked inside. - - - na	10/15/2011	09:40	pm		1059	9999	checkerd sedan don't know what color	No	columbus	duboce and church
984323	10/16/11 12:14 AM	He tried to take me really far out of the way. He took me to Lands End to get to 16th and Irving. We told him he wasn't going the best way, and he said fine, f- you. He took us all the way back downtown. He was cussing at me and yelling at me and he took me far away from where I needed to be. - - - .	10/16/2011	12:14	am	Regents_Cab	2025			No	Bar None	
984325	10/16/11 12:46 AM	Caller stated "the driver didnt want me to pay with a credit card, so I had to stop at an ATM. He kept the meter running while I was at the ATM as well. I asked him why he wouldn't accept a credit card and he said its because they charge him 5%." - - - NA	10/16/2011	12:40	am		777	999999	yellow and red, Toyota Prius	No	Van Ness and Market	Ulloa and 38th Ave
984352	10/16/11 2:33 AM	The caller states, "The taxi driver was smoking with the windows closed, and wore headphones while driving. He also refused to take us where we wanted to go with the SF city limits. We wanted to go from 14th & Valencia to 15th & Vicente." - - - NA	10/16/2011	02:25	am	Luxor_Cab	74	58595	NA	No	14th & Valencia St.	NA
984580	10/16/11 1:31 PM	Patron states it was cab # 626 it was Yellow Cab Co. and my driver was reading, I dont know if it was email or facebook he was definitely reading and engaged on his phone. I asked him if I could drop off my bag and take me to another location and he refused. - - -	10/16/2011	01:30	pm	Yellow_Cab_Co_op	626	99999	yellow hybrid toyota or honda	No	SFO	331 Bennington St. SF
984795	10/17/11 2:19 AM	My friend and I we always go up to the Castro but we've never been charged \$20.00. I asked the driver if we're going in the right direction. We've taken cabs from that address and I think he just took the long way. I think he's fully aware of the route he's supposed to take. - - -	10/17/2011	02:15	am	DeSoto_Cab	1262			No	Castro	Sutter and Leavenworth
984986	10/17/11 9:37 AM	Patron states the taxi service in SF is terrible.When you call them they dont show up.I have lived in many major cities and I have never seen service like this.The sitution is unbarable the city needs to fix this.I called Yellow cab at 7:00am to had a cab pick me up by 9am. to SFO.I waited outside for 20 minutes they never showed up.I had to called them back only for them to anwser and hang up on me.I had to have somedrive me to the Marina and flag down a cab over there. - - -	10/17/2011	07:00	am	Yellow_Cab_Co_op	9999		yellow	Yes		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
985117	10/17/11 11:14 AM	Driver was speeding driving at 90 miles per hour, and erratically. In addition the caller states that the photo displayed did not match the driver of the Taxi. - - -	10/15/2011	09:00	am	Bay_Cab	288	64016	4-door Prius	No	Airport	W Hotel in SF
985202	10/17/11 12:18 PM	Patron was picked up at SFO and dropped off at Marriott Marquee in the City. When departing the cab meter read \$42 and was asked for \$44 by the driver. He handed \$50 to the driver and he just drove off w/o handing him change. Also patron asked for a receipt and was handed a blank Arrow slip. Patron also stated that while on his way to the hotel the driver hit a speed of 102 in a prius. Patron asked if that was normal driving here in California. - - -	10/17/2011	12:08	pm	Arrow_Cab	285			No	sfo	sf marriott
985356	10/17/11 2:29 PM	The motorist stated, "we were at a red light. The light turned green. I was on 3rd St heading north, in the 3rd lane from the left. The taxi driver was in the 2nd lane from the left and he was muscling in on my lane, leaning on his horn. He was driving erratically. He was also leaning on his horn for the car in front of him and trying to push that car over also into the right lane. The taxi driver then made a left turn from the 2nd to most right lane into Geary." - - -	10/17/2011	02:26	pm	Yellow_Cab_Co_op	57		Yellow Cab	No	Market & 3rd St	N/A
985758	10/18/11 8:17 AM	The patron stated, "I was looking for a cab to take me to my 8:30 class because I was running late. He refused to let me get in the car because I didn't have any cash. He said that he does not accept credit, only cash. I stated to him that I needed to get to school. He said his system was down. Apparently, it wasn't down because he went to another customer who had a credit card." - - -	10/18/2011	08:14	am	Yellow_Cab_Co_op	791		Yellow Cab	No	Folsom at the Marriott Courtyard	Polk & Turk
986335	10/18/11 6:17 PM	Eco Cab stated that they do not take paratransit debit card. - - -	10/18/2011	06:15	pm		780		SUV, Ford Escape, white and gold	No	20th St and Mission Financial District	.
986399	10/18/11 10:46 PM	I don't need a lot of broadcast images in my face on a screen. There's a large screen flashing advertisements and I don't need it. - - -	10/18/2011	10:46	pm	Luxor_Cab	971		Luxor Cab	No	Financial District	.
986518	10/19/11 9:01 AM	passenger states: the driver was belligerent, mocking us and was rude in a threatening way; we were with some other passengers from Canada and we were all shocked and appalled; I've been all around the world and I've never seen anything like this; I think that if I would have said anything, he would have pulled over and flipped out on all of us! - - - n/a	10/18/2011	06:00	pm	Yellow_Cab_Co_op	1116		sedan or small SUV	No	Hilton SF-Fisherman's Wharf on Jones	"at a restaurant"; unknown location

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
986830	10/19/11 12:58 PM	patron states: I live on the 3rd floor of a multi-unit bldg; the cab driver rang my doorbell; it took me less than 2 minutes to get down; when I got in the taxi, the meter was already at about 6.80; I asked about this and he replied that he had been waiting a very long time; when I replied in dismay how this could be, he said, I know, I just rang your bell but I've been waiting a very long time; I said that no one had called; he replied that if I didn't like it I could take another cab; I asked him several times to reset the meter; I threatened to call Royal Cab; we had a heated exchange and he told me to get out of his cab. - - - through city wide cab dispatch	10/18/2011	08:30	am	Royal_Cab	776		red; sedan	Yes	19th/fols om	n/a
986864	10/19/11 1:34 PM	Driver is rude and arguing with the passenger. - - - Patron states "Driver is very rude, he was sitting right here, he didn't have his badge on display, he refused to gave me a ride, "he asked me where are you going. I said "you just need to give me a ride; you're not supposed to ask me before I get in. The driver responded "I'm busy, I'm talking on the phone, and can't you see I'm talking on the phone. I started to walk away, and the driver started boarding other passengers. I walked back to the told the potential passengers who were about to get in the cab, "I am the first in line and I need a ride" and they said Ok because they saw me before." The driver refused to cooperate with me, he refused to tell me his name or show me the badge. When he asked me for the address and I gave him 575 Polk, I told him it's the court house, he began to ask me for the cross streets, he had a GPS and refused to activate it. The driver is now yelling at me as I'm making the report, he was arguing with me. I am afraid of him. I would like to be contacted for a follow up."	10/19/2011	01:25	pm	Bay_Cab	1095				4th and Mission	575 Polk
987217	10/20/11 1:47 AM	The caller states, "The taxi driver is required to take four passengers and he picked up 5 passengers. He's driving unsafe on Geary St. bet. Pine & Polk." - - -	10/19/2011	10:50	pm	Town_Taxi_Cab	2507		NA		NA	
987388	10/20/11 10:07 AM	Customer Placed Order for Vetrans Taxi via Taxi Magic/No show - - - customer states " I texted Taxi Magic for a taxi I got a text response that cab # 1066 had accepted the fare apx 7 minutes later I got a text that the taxi was reassigned, the taxi drivers are accepting the dispatched fares and picking passengers fares along the way and not picking up there assigned fare, this is a customer service concern and I want to be sure this is reported";	10/20/2011	09:45	am	Luxor_Cab	1066	1066	n.a	Yes	n.a	n.a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
987808	10/20/11 5:40 PM	Per caller: Hes telling us to get the fuck out of his cab because hes driving over the speed limit and we asked him to slow down. WE asked him to slow down, we said we're not in a hurry. He said but I am. I dont care about you. And then we said yeah but you are endangering our lives. And he said get the fuck out of the cab and pulled over. Hes taking us to a police station. We asked him for his name so we could report him. We would not get out without his name. We want to go home but hes taking us to a police station. - - - License plate 52714B1. He drives extremely fast. We almost got in 2 accidents. He was doing 55 mph on Spear.	10/20/2011	05:35	pm	Yellow_Cab_Co_op	1225		Ford Escape	No	Folsom and Spear or so	Californ ia and Laguna
987855	10/20/11 7:36 PM	3 yellow cabs refused to take person to the hospital - - - yellow cab #'s 525 & 470 also refused the pick up. We had a person who needed to get to the hospital and all 3 of these cabs refused to take her. We had taxi vouchers from our Company through the hotel who has a contracted with yellow cab. The girl who needed to go to the hospital was questioned by cab # 525 to see if she evern had any money? Once he found out she had the cab voucher he refused her and took off.	10/20/2011	06:45	pm	Yellow_Cab_Co_op	1000		yellow	No	St francis hotel	
987880	10/20/11 8:55 PM	taxi was dispatched and waited 10-15 minutes for it outside infront of the address. Instead of picking me up, the indicated to dispatch that they did pick me up so they did not have to take the call - - - did not show	10/20/2011	08:56	pm	Luxor_Cab	954			Yes	1548 Taylor	
988281	10/21/11 1:53 PM	Caller is a secuirty officer calling on behalf of a client who took a taxicab through her paratransit. Caller says the client said that at first the driver was nice and then they had trouble charging the fare to the paratransit card and she offered to call in the card to the manager of arrow cab and get it charged through there AND add another tip (had already given a cash tip as well) and then the driver started to say no i dont trust you, you're not going to pay me and caller her son of a bitch, and a motherfucker. He was cursing up a storm. the lady came into the building to security very distraught and crying heavily and said he wouldnt give her her paratransit card back and to call security. She finally did get her card back after security got outside. - - - n/a	10/21/2011	01:00	pm	Arrow_Cab	9098		arrow cab, mini van	No	downto wn somewh ere (on folsom maybe)	duboce and castro

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
988386	10/21/11 3:49 PM	Customer states: This driver fell asleep at the wheel as we're going downtown on 4th St. A very dangerous situation! He suddenly stopped the cab. I looked at him and saw that he's asleep! I asked the driver 'Are you ok? Are you ok? Should we continue?' He suddenly jerked his head up and replied 'Yes, I'm ok, I'm ok.' During this long 25mins trip, he's shaking. I am concerned about the safety and felt my life was endangered. There should be an investigation on this driver's health. It's very scary and I am panicking and other passengers that he carried. So scary that I forgot to report this to DeSoto yesterday. Thank you. - - - Forgot to report to DeSoto.	10/20/2011	03:20	pm	DeSoto_Cab	384		DeSoto	No	Post/Taylor	3100 - 19th Ave
988440	10/21/11 4:53 PM	patron states, "The cab came down Montgomery. He pulled up to me as to pick me up, he rolled down his window and asked "where are you going?" I replied, "you need to unlock the door and let me in and I'll tell you where I am going." The driver said, "No." He drove off, and literally drove off with my hand on the door handle. I have a small injury/cut on my hand from this. the driver is not allowed to ask me prior to me getting in the cab. I would like to see his license suspended. - - - unknown taxi company	10/21/2011	04:50	pm		71		orange & yellow, small SUV	No	Montgomery & Jackson	
988536	10/21/11 9:55 PM	Caller stated "The cab driver basically took us down the street. He told us he wouldn't wait for us to pick up a friend. He asked us to leave the cab because we were asking him to wait there for a minute. It was very unprofessional and poor customer service." - - - NA	10/21/2011	09:50	pm	Green_Cab	1209	999999	White, hybrid	No	Pierce and Haight	Cole and Haight
988545	10/21/11 11:05 PM	patron stated that "when patron tried to pay the fare the driver pulled out a square device that attached to his iPhone and the patron asked the driver if he could run the credit card through the credit card machine attached to the cab or the paper machine and the driver said no that he had worked for the cab company for 20 years and the cab company takes 5 percent so the cab driver said that the cab company takes his money so he was going to use a different way of taking payment". patron stated that "the patron did not have cash so the patron ended up paying the fare through the iPhone machine and did not leave a tip and the patron told me the driver became very upset and threatening towards the patron's boyfriend and told him that he would find out where he works and harass him and then a loud verbal argument started after this and the patron was waiting for the receipt from the iPhone machine via email". - - - patron called to file complaint	10/21/2011	11:00	pm	Yellow_Cab_Co_op	1303	9999	Yellow	No	Union and Larkin	1800 Bryant & 17TH Street

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTEST ART	TXTEXT ND
988553	10/22/11 12:49 AM	The caller states, "The driver asked where we were going and we said the Western Addition and he drove off." - - -	10/22/2011	12:45	am	Town_Taxi_Cab	9098			No	4th & Mission St	
988557	10/22/11 2:04 AM	The caller states, "I boarded the taxi and he did not say that his shift was ending in 20 minutes. I advised the driver I was going to 7th & Irving and he told me to get out of the taxi. I told him no and that I know my rights. I told him I was going to call and file a complaint and to take me to 7th Irving. He told me to get out of the taxi and I said no. He said that his shift was ending in 20 minutes and that he was not going to take me to my destination. He started speeding and drove purposely in the opposite direction for 7 blocks."  - - -	10/22/2011	02:00	am	Yellow_Cab_Co_op	052			No	Fillmore & Geary St.	
988557	10/22/11 2:04 AM	The caller states, "I boarded the taxi and he did not say that his shift was ending in 20 minutes. I advised the driver I was going to 7th & Irving and he told me to get out of the taxi. I told him no and that I know my rights. I told him I was going to call and file a complaint and to take me to 7th Irving. He told me to get out of the taxi and I said no. He said that his shift was ending in 20 minutes and that he was not going to take me to my destination. He started speeding and drove purposely in the opposite direction for 7 blocks."  - - -	10/22/2011	02:00	am	Yellow_Cab_Co_op	052			No	Fillmore & Geary St.	
988873	10/22/11 4:38 PM	Cursing at passenger while he is trying to get out the cab - - - Mr. Chan states he had his baby in his hand the the cab driver was cursing at him telling him to get out the car. Mr. Chan thought that was very rude to curse at him when he is trying to get out the cab but had to put the safety of his child first.	10/22/2011	04:40	pm		683			No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
988908	10/22/11 5:45 PM	Patron stated "I was picked by a Yellow cab driver in front of my house. I'm very very very ill. I cant walk or drive. In order to do daily errands. I need a cab to go 3 blocks. What I do is tip them very well. I told him that when I got into the cab. The cab driver was already very rude. The cab driver took me where I wanted to go. I wanted to go to Mission & Persia. The taxi driver pulled over about 3 cars back from the intersections. I assumed he was pulled over for me to get out. I went to get out. While I was getting out the person that was parked on the curb me and that person simultaneously open the doors at the same time. I assumed that he was stopping there to let me out. I got out. As soon as I opened my door the other guy who was parked at the curb opened his door and we nicked doors. The cab driver starts screaming and yelling at me. Just like so mean like. Screaming his head off about dont I know what I'm doing. I'm really really ill. I cant even walk. I can barely see. The cab driver just kept yelling at me. I'm crying in the back seat and the cab driver wouldn't stop yelling at me. I just decided to get out and go to the store and do what I need to do. I got back into the car and he was filling out some insurance policy thing with the other man. The cab driver said the man couldn't open his door. Which is not true I seen him open his door. Than we get back into the car to return me to my home. The cab driver wont stop yelling at me. Yelling and screaming telling me all kinds of derogatory things. he said dont you see	10/22/2011	05:30	pm	Yellow_Cab_Co_op			Yellow cab	Yes	555 Lisbon	Mission & Persia
988980	10/22/11 11:41 PM	Caller stated "I just got out of a yellow cab the 2nd time this week where they were on a cellphone. They didnt listen to the directions and took me the wrong way. He was on the phone and not listening to us when we said "stop". It cost me an extra \$1.50. I would have been fine if they wouldve stopped 2 blocks down and didnt charge me, but they didnt." - - - NA	10/22/2011	11:37	pm	Yellow_Cab_Co_op	9999	999999	yellow, 4 door SUV	No	22nd and Valencia	21st and Noe
988984	10/23/11 12:34 AM	Caller stated "They refused to take me to my destination. They didnt give me a reason other than I lived in the Sunset District. That was their only reason." - - - NA	10/23/2011	12:20	am	Yellow_Cab_Co_op	533	999999	yellow, small SUV	No	Sutter and Polk	NA
988993	10/23/11 2:11 AM	I flagged down the Taxi, his light was on. He stopped and rolled down his window and he asked me where I was going and said I'm only going anywhere if you're going to the East Bay. I said "well if your light as on, you have to pick me up". He said "please, go ahead and report me". I said "I'd be happy to". - - - .	10/23/2011	02:01	am	Yellow_Cab_Co_op	1305		Yellow Cab	No	Palace Hotel	.
989125	10/23/11 10:56 AM	None of the clips to the seat belts were working. Customer stated the clips to the seat belts slid between the seats and asked the driver to stop so that he could pull them out. The driver told the customer that the seat belts were not working. - - -	10/23/2011	09:30	am	Luxor_Cab	1066		Luxor	No	SFO	Divisadero and 14th

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
989239	10/23/11 2:29 PM	Customer's parents had a very rough ride from SFO to SF. Both parents have back problems and the driver was speeding at 80 mph, weaving in and out of cars and slamming on the brakes. The father told the driver to slow down. The driver said he was not driving fast. The driver also did not display his ID or Badge #. - - - Speeding, slamming on brakes, weaving in and out of traffic, not displaying badge and ID numbers.	10/23/2011	02:15	pm	Yellow_Cab_Co_op	184		Yellow	No	SFO	Grand Hyatt
989312	10/23/11 5:18 PM	Refuse to take credit card - - - The driver told us the charge card machine does not work . Customer had an emergency and wanted to pay with her card because she did not have cash. The driver told them they had to go to the ATM machine because he did not take cash. The driver said the machine may or may not work. The driver pulled off because others were blowing behind him. The driver proceeded to verbally (cursing) remove passengers from his cab. After her friend got out he speeded off with the car door open.	10/23/2011	05:00	pm	Yellow_Cab_Co_op	310		Yellow and a mini SUV type	No	Market near Embarcadero area	Market near Embarcadero area
989407	10/24/11 2:50 AM	I live in Pacifica and I asked for the shortcut through Sharpe Park which cuts off about 8.5 miles off of the trip. and he said San Francisco Cabs are not allowed to veer off major highways and that's why San Francisco Cabs are the most expensive. We argued almost all the way until he got upset. At one point I stopped talking and started looking out the window and he initiated the argument again and offered me a \$5.00 rebate and he was upset because I didn't take it. When I got out of the cab he was shouting "What do you think you're going to win now?" Repeatedly. - - -	10/24/2011	02:42	am			63825	Vina Cab 415-285-3800	No	SFO	Pacifica
989431	10/24/11 7:32 AM	Unsafe Driving - - - motorist states "there was a stop light at sutter and hyde , he was parked in the bus lane I was in the center lane, he picked up a fare from the bar, when the light changes he jumps out and forcing me into left lane which then crosses less than 1 building he is a left hand turn from the right lane cutting over 3 lane forcing others to stop, rather than going around he just cut all off and went down hyde, forcing 2 pedestrian to back on the curb because he is making a left hand turn crossing 3 lane and not stopping for the cars or the pedestrians. then he turned and sped down hyde down to post turn left on post and continued down the financial district, I might swerving between lanes on post";	10/24/2011	07:05	am	Bay_Cab	176		white partial lic # plate 8x5	No	Sutter and Hyde	
990046	10/24/11 4:24 PM	I asked the driver to make two stops and he yelled at me and said that it was against taxi policy to make two stops at this time of the day. - - - n/a	10/24/2011	04:20	pm	Yellow_Cab_Co_op	892		yellow cab	No	California and Kearny	Greenwich and Scott



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
990868	10/25/11 4:16 PM	Patron states I called Luxor cab this afternoon about 3:30P and then I called back about 15 mins later and was told that cab 143 had been dispatched, when cab 143 arrived he asked where we were going and we told him 2 stops, 3 blocks away and that is where our sentence stopped and he shouted &quot;no no no no no&quot; and sped away. - - -	10/25/2011	03:30	pm	Luxor_Cab	143		Luxor Sedan	Yes	n/a	n/a
991246	10/26/11 9:43 AM	yellow and two other cab companies were called to pick up patron to take to work. Yellow was called and when they did not show at time expected patron called on two other companies and had the same result of no shows. The caller is the mother of the patron and does not know the name of the other two cab companies. The companies apologized and stated there was a convention downtown and that was what was causing all the delays. The patron was late to work by an hour. - - - mother is upset that when ever there is a convention it's the SF residents that have to suffer.	10/26/2011	08:45	am	Yellow_Cab_Co_op				Yes	3053 Buchannan	Fillmore & California
991353	10/26/11 11:25 AM	Patron States: I called the cab from Luxor and I am disabled and I use paratransit. The driver came and he was rude the whole time. I needed to go to the recycling center and I brought out my bags and he didn't even help me load them into the cab, He just got back into the cab. He then said that he was not going to take me to a recycling center because he didn't want to ruin his cab. I was crying and begging him to take me because I needed money. I have used Luxor for years and this is the first driver that said something about this and it has never been a problem. I told him that the bags the cans were in were new and clean and there was nothing dirty or no dirt on the bags. The drive then left me standing there looking dumb with my bags of cans. I called the cab company and they said that they would send another cab and they were working on it but I waited until 4:30 and nothing ever came. - - -	10/25/2011	02:00	pm	Luxor_Cab	9033	9999	Luxor Van, station wagon type.	Yes	na	na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
991485	10/26/11 1:51 PM	<p>Cyclist was in the bike lane on AT 16th Valencia at 16th and the light was green and cyclist moving to cross 16th. Cyclist says at the time there was a car to their left and the motorist without a blinker suddenly turned right into the bike like almost hitting the cyclist. Cyclist says both the motorist and they cyclist froze avoiding a collision; nothing happened and accident avoided.</p> <p>Cyclist complaint is that this random driver in a yellow cab 495 came out of nowhere screaming obscenity at them the cyclist. Cyclist said that the taxi driver was nasty and screaming obscenity "You fucken bitch, you fucken cunt!" Cyclist said this driver was so angry, and very scary kept yelling and screaming continuously.</p> <p>Cyclist kept going to get out of this guy space. Cyclist thinks this driver is not stable, and maybe should not be driving. Cyclist says the taxi was not even involved in the near collision and randomly verbally assaulted cyclist. .</p> <p>- - - Cyclist was in the bike lane on AT 16th Valencia at 16th and the light was green and cyclist moving to cross 16th. Cyclist says at the time there was a car to their left and the motorist without a blinker suddenly turned right into the bike like almost hitting the cyclist. Cyclist says both the motorist and they cyclist froze avoiding a collision; nothing happened and accident avoided.</p> <p>Cyclist complaint is that this random driver in a yellow cab 495 came out of nowhere screaming obscenity at them the cyclist. Cyclist said that the taxi driver was nasty and screaming obscenity "You fucken bitch, you fucken cunt!" Cyclist said this driver was so</p>	10/26/2011	01:40	pm	Yellow_Cab_Co_op	495		Yellow cab Cab 495			
991734	10/26/11 7:34 PM	see details below - - - Patron said he is African American and driver did not like color of his skin and went out of his way to avoid picking up patron at Polk and Ellis. Patron confirmed available light was on and there was no one in the cab. Patron stepped out into street called TAXI and driver drove taxicab the other way	10/25/2011	09:05	pm	National_Cab	2970		yellow and green van or SUV			
991749	10/26/11 8:26 PM	Caller states, "I called yellow cab and requested cab service from my home to the airport. The cab never showed up and I almost missed my flight." - - - Cab never showed up	10/26/2011	07:15	pm	Yellow_Cab_Co_op	9999	999999	n/a	Yes	53 Christopher Dr.	n/a
991779	10/26/11 10:07 PM	caller states i got in the cab and fell asleep when i arrived at my destination the driver said \$21. i said no way i ride this route all the time. the driver called his supervisor and asked what the fare would be and the supervisor said \$13. the driver then took me to the police station and demanded his fare. i said i'm not paying the fare its a rip off. officer silas said i had to pay the fare so i gave the driver \$40 and the guy gave me \$15 back. i said your making me pay and i'm getting ripped off and officer silas said call 311. i want my \$10 that i was overcharged back. - - - medalion #59272	10/26/2011	09:58	pm	Arrow_Cab	2011	9999	sedan	No	union st & columbus	waller st & clayton

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
991787	10/26/11 10:28 PM	caller states i was overcharged. i've gone longer distances and was charge less. i would like to know what it would cost to travel this distance. - - - license plate #8P57077	10/26/2011	10:18	pm		9999	9999	yellow in color ford suv	No	duboce & valencia st	1759 san jose ave
991796	10/26/11 11:21 PM	caller states i asked the driver to take me to 20th and castro cause its up the hill and the driver said it was too short a distance. because he was the first in line the other drivers refused me also because he had to get the first passenger. - - - first in the taxi line in front of the bank of america	10/26/2011	11:15	pm	Yellow_Cab_Co_op	564	99999	yellow suv	No	18th st & castro	na
992162	10/27/11 10:58 AM	Pedestrian states the cab light was on.I was with another person I told the cab driver we wpold need to make two stops.The driver said No and drove foward while I was still holding the sliding door.I tried to hail a police car who was on the opposite corner.The cab driver was angry and started yelling explicits.I went over to the sidewalk and the cab driver sprayed me with pepperspray and drove away.I made a police report police came to the corner where we were.I couldnt go anywhere because my eyes were burning and in alot of pain because I had just gotten sprayed.The investigator came to my home with some pictures of driver or line up of driver and I was able to pick him out.I would like to know the next step to my complaint and I would like a follow up/call back from the Taxi Services handling this matter. - - -	10/22/2011	01:55	am	Yellow_Cab_Co_op	1213		yellow cac Lincese#8P68332	No	Van Ness Ave	Market St
992328	10/27/11 1:53 PM	Patron states the picture id on the dashboard in the car was not the driver.The problem was the driver refuse to stop using his cell phone while driving and texting.The driver bacame very angry at me.He was also driving eractically.The id#52365 - - -	10/27/2011	01:45	pm	Luxor_Cab	5236		Luxor	No	901 Mission St	Broadw ay St
992382	10/27/11 2:59 PM	I was picked up at 450 Sutter st. The driver id number is 56141, it was a green cab, the cab number is 684. He was honking at people indiscriminantly, I asked him why and he got very upset. At one point he made a left hand turn with against on coming traffic, but could not because there were people in the cross walk, so he had to stop and oncoming traffic had to stop as well. He did not use lane changing signals. he was speeding and needs a driver education class. He is an overly aggressive driver. - - -	10/27/2011	02:40	pm	Green_Cab	684	56141	Green and white sedan	No	450 Sutter	Noe Valley
992514	10/27/11 5:20 PM	i believe the driver of my cab was using someone elses cab license, the photograph on the badge did not match the driver - - -	10/27/2011	05:05	pm	Bay_Cab	837	52328	white, toyota prius, license 8Z56515	No	sfo airport	bernal heights

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
992573	10/27/11 6:43 PM	Customer states that "were on Market heading towards 24th and Castro, but instead of taking Market, he turn right back into Financial Street. I said to him "where are you going?" because we are going to Castro and 24th. I asked him, "Why won't you go down Market St.?" and he said "market was too busy". I said, "Mission is even worse." and he argued with me and proceeded to cut down to Market St to Mission St. He got on Mission, it was very traffic. He got to Mission and Duboce, just about, I said "this is really slow. Could you go up to 16th St to market St? Instead, he turn to Duboce which is traffic. He took a left on Guerrero St and I said "why didn't you take 16th or 18th and Market. He never followed my instruction,. He turned multiple times which increase the cab fare and stopped at the stop sign all over here. So my bill was \$20.55. I asked his name and badge number and he refused to give them to me" - - -	10/27/2011	06:15	pm		2105		Blue and white cab, small SUV	No	Market and 3rd	24th and Castro
992618	10/27/11 8:54 PM	I got in the cab at SFO. I got into the cab and the driver was outside the cab talking on his cell phone. I had to ask him if he was getting in the car. He continued talking on his cell phone while driving with the phone pressed against his shoulder. As we left the airport he did not tag out with his card. When we arrived at my home, he refused to take credit card payment. When I pressed him and insisted and he got very angry and frustrated and kept yelling at me cash only. I insisted on paying by credit card he said he had to call someone for permission because he said it was not his cab. He did not have the passcode to make the machine work. All he did was take my card and use a manual slip and rub a pen over it to get the inprint. - - - multiple issues with this driver	10/27/2011	08:54	pm	Yellow_Cab_Co_op	731		SUV type hybrid	No	SFO	21 Beaver St.
992749	10/28/11 8:50 AM	A taxi driver first said his credit card machine was brokeken and then wouls not take a the fare becuse it was too short - - - caller took another cab Whiuch was yellow and had better service	10/28/2011	08:41	am	Luxor_Cab	159		Luxor	No	Intercontinental hotel in union square not the mark hopkins	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
992811	10/28/11 10:02 AM	Patron wanted co-worker to be drop off in front of the building where sick co-worker lives and told the driver to go around the block. The driver refused to go to the other side of the street (midblock) where the sick co-worker lives. Patron did not want the sick worker to be walking across the street. The driver did drop the patrons at the corner but not on the right side of the street. Patron was willing to pay the driver to go around the block. After the drop off of the co-worker, the patron returned to Market and 1st. The fare came to \$11.20. Patron gave \$20.00 and driver was going to cheat patron of her change. After patron took the driver's picture, the driver gave the patron her change. Patron suspect the driver is not a licensed taxi driver. No ID or badge showing. - - - No ID or badge display and refused to drop patrons ifo address.	10/28/2011	09:50	am	Yellow_Cab_Co_op	409		Yellow	No	1st and Market	Mission and 7th and return to 1st and Market
992837	10/28/11 10:31 AM	Patron states that taxi driver was very rude and lectured me about coming to san francisco with cash. He said Next time you come to san francisco, you better have cash if you want to take a cab. I had about 4-5 other drivers that were welcoming and took my credit card with no problems but this guy was rude. The dispatcher at Yellow cab said this was a common problem with their drivers. He was glad that i called. - - - n/a	10/27/2011	09:00	am	Yellow_Cab_Co_op	212		yellow cab, 333-3333 on the outside	No	Hyatt at fishman's wharf	TOTAL TAN tannign salon 1 1/2 miles away from fishermans wharf.
992847	10/28/11 10:44 AM	very rude behavior - - - patron stated,I take taxis all the time,today I called about 850 am,I waited until about 10 o clock,then I called another cab,the dispatcher told me that the cab would be their in about 20 minutes,I then called another cab company to pick me up,when that driver arrived I got in the cab,then I saw the original cab company I had called pulling up,so while I was in the cab I called them to tell them that I had already left,the driver heard me call the taxi company and then he started going off on me,he was very abusive towards me and spoke down to me,he was hollering at me and asked me why did I call them if I had already called some one else,I told him I had been waiting for a long time, some of these drivers are very mean to the passengers, and the commission needs to know who they are and weed them out.	10/28/2011	10:43	am	DeSoto_Cab	5437	000000	blue and white car	Yes	400 Beale street	1 embarcadero

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
992968	10/28/11 1:01 PM	Patron states: "It was DeSoto Cab #466. It occurred yesterday at my home at 4770 Mission to Laguna Honda Hospital. I am disabled and legally blind and I use a mobility service dog. I saw the cab, I opened the door and my dog jumped into the cab. I went to get in and the driver started screaming at me that he didn't want the dog on the seat. I said there isn't enough room and he said just take off your coat or on the floor. I said I was taking off my coat and he kept going on and on yelling about it. He kept going on about the dog laws. I said I am disabled from now on I will call a taxi van but I take regular cabs all the time and I've never had this problem. He finally said that my dog had walked in a puddle before getting in to the cab and I said I can't see it you didn't say anything. He didn't say that when I first got in. He said I'm not gonna pick you up before, he had picked me up before and we had never had a problem. So I said I would ask for the van next time. I said I didn't wanna talk about it anymore and he didn't have to pick me up anymore. He didn't know where the new hospital was. I said to take me around back and no tip. He said you're a liar I didn't say that to you, you told me to take off my coat. I am very surprised by the reaction of this driver I always use this company I've never had a problem like this. He usually sits across my lap when I get in the cab. I had brain surgery and it's hard for me to react or respond quickly and I asked him to be patient with him speaking."	10/27/2011	12:00	pm	DeSoto_Cab	466	999999	Desoto Taxi Sedan	Yes	4770 Mission St, San Francisco CA	Laguna Honda Hospital, San Francisco CA
993116	10/28/11 3:32 PM	Was on the corner of Mission and Beale. Hailing a cab with 2 bags in my possession. This cab pulled over and I got in and the cab driver asked where I was going, I said Pine and Jones. When he realized I was not going to the airport. He told me he had a call and he could not take me. I told him if I am sitting in his cab and I am telling him where I am going he has to take me. He got agitated. The laws say if I am sitting in your cab you have to take me there. He said no and he has to pick up the call on Steuart. I said why did you pick me up if you have a call. He said I asked you if you called. He drove around and I asked him for his medallion and he would not show me. He finally did. He pulled over on Steuart and said I am waiting for my call. This happens all the time. They are trolling for airport runs and when they find out where I am going they tell me they can't take me. - - - passenger ended up getting out on Steuart street because cab driver said he was going to sit and wait for his call.	10/28/2011	03:00	pm	Yellow_Cab_Co_op		52557	sedan	No	Mission and Beale	Pine Jones
993295	10/28/11 7:20 PM	Customer called Yellow Cab, De Soto, Luxor, City Wide, and, SF American Taxi over 1 hour ago and no taxi has showed up. This happens every Friday for the past few years and customer uses taxi script. When she tells them that they never show up. She visits her daughter every weekend and taxi is her only option. - - -	10/28/2011	07:22	pm					Yes		

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993319	10/28/11 8:43 PM	Customer states that "we got into a cab, at Marriot Hotel, and we asked him to drive us to 119 Daily St. He claimed that he doesn't know it. So we said we will get the direction using our phone and I told him to go to 4th St towards Mission and the taxi driver went to 5th St and I said "you are going to the wrong direction". I said "we have to go back to 4th St" and the taxi driver just continued driving to the wrong direction. The entire ride, he was being rude. When we are at Mission, we asked the taxi driver to bring us back to our hotel, and he stopped the cab and said "get out of the cab" and we said, "we don't know where we at, can you just bring us back to our hotel?" and he said "no, get out of the cab". - - -	10/28/2011	08:42	pm		1209		Sedan, white and black in color	No	Marriot Hotel on 4th and Market	Somew here in Mission
993363	10/29/11 2:39 AM	caller states we hailed the cab we got in and driver asked if we had cash. we said yes we do, but if not can we pay by card cause the car clearing said credit cards accepted. driver then said i tried to be nice i don't need this from you he pulled over and turned around and opened the door and then kicked us out. - - - na	10/29/2011	02:00	am	Yellow_Cab_Co_op	1399		yellow sedan	No	union near fillmore area	10' from starting point
993374	10/29/11 5:01 AM	A gentleman came up off the street, wanted a taxi and he said he should flag someone off the street, I was second in line and I told him that I would take him sir. It was just because it was a short fare. - - -	10/29/2011	03:57	am	Regents_Cab	088		Regents Cab	No	Hotel Nikko Mason and Ellie	
993431	10/29/11 9:44 AM	refused fare not acceptng credit card - - - customer states "customer got in the taxi at 16th and valencia, with 2 seperate drop off location the firt was 14th and Irving and the other was out to geary when we got to Irving, the driver would not accept a credit card, and then forced the others out of the taxi and would not complete the fare, and the driver did not have an Id on dash board"	10/29/2011	02:45	am	Yellow_Cab_Co_op	2712	1299	yellow	No	16th and valencia	14th and Irving

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993461	10/29/11 10:34 AM	Driver was very rude. There were 4 customers in the taxi and someone got sick. Everyone tried to clean it up. Customer stated they did clean up the mess by using paper towels. Customers did apologize to the driver, but the driver kept lecturing them from the Bridge to Berkeley. The driver kept yelling. Customers asked the driver to stop but he kept yelling. When they arrived in Berkeley, the driver said there is a charge of \$100 fee if anyone pukes under Section code 1122. Patron looked up the Taxi Regulation under Section Code 1122 and was not able to find it. The cost of the trip was \$139 from SF to Berkeley. Patron would like a refund for \$100. - - - Patron stated, &quot;Driver lied and cheated customers and he should not be a taxi driver.&quot;	10/29/2011	02:21	am	Luxor_Cab	0073	641297	Luxor	No	685 Sutter	Shattuc k and Ashby
993722	10/29/11 5:27 PM	Taxi patron states, &quot;When we got into the cab I mentioned to the cab driver that we were only going a short distance because we were changing hotels but that we did have large luggage. As the driver drove off he said something to the affect of &quot;You called a cab for that short distance.&quot; I said to the driver &quot;What did you say? can you repeat that?&quot; the driver said nothing when we got the the Ritz Carlton the driver pulled up and popped the truck he did not get out of the cab we had to get the luggage out of the trunk ourselves.&quot; - - -	10/28/2011	05:00	pm	DeSoto_Cab	878	999999	n/a	Yes	The White Swan Inn	The Ritz Carlton
993779	10/29/11 7:51 PM	Aggressive taxi driver. - - - Motorist stated, that &quot;I was driving north on Franklin street (just north of Fell) when the cab cut me and bunch of other drivers off. He was swerving inbetween lanes at high speeds, driving very aggressively, almost causing an accident&quot;	10/29/2011	07:35	pm	Yellow_Cab_Co _op	1116		4 door yellow sedan	No	n/a	n/a
993828	10/30/11 12:49 AM	When I got in the cab, he said I don't have change, he said I have a lot of 1s and a 20. I told him I was going to filbert and laguna. The Cab fare was \$11, I have him \$20 and asked for \$10 change, he said that we can drive from bar to bar and asked for change and noone had change. I went to a bar and the bouncer saw that I needed help so he helped me. If I didn't have people to help me, I wouldn't know what I would've been able to do. - - -	10/30/2011	12:45	am	Luxor_Cab	9046		Luxor Cab	No	Divisader o and Golden Gate	
993830	10/30/11 1:51 AM	He drove us the wrong way, and when he refused to stop the meter and let us give him directions, he dropped us off at a bad area and told us to get out. - - - .	10/30/2011	01:49	am	Bay_Cab	1147			No	Lombard and Powell	
993832	10/30/11 2:16 AM	caller states that the driver refused a credit card. caller states that the driver has grabbed his hand while he was calling 311 and now he has put his hand on callers knee. - - - na	10/30/2011	02:07	am	Town_Taxi_Cab	424	99999	suv no color	No	625 2nd st	na



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993835	10/30/11 2:44 AM	OVERCHARGE - - - PATRON STATED - CAB PULLED OVER, LIGHT WAS ON - I TOLD HIM WHERE I WAS GOING - I OPENED THE DOOR TO GET IN - HE TELLS ME IT WAS 40.00 TO GET TO 25TH & RHODE ISLAND , I TAKE THIS CAB TWICE A DAY AND IT ONLY COST 14.00 EACH WAY - THE CAB DRIVER TOLD ME TO GET OUT OF THE CAB, I WASNT OUT OF THE WAY OF THE CAB, BEFORE HE TOOK OFF - I HAD TO MOVE MY FOOT SO HE DIDNT RUN OVER IT ... HE WAS TAKING ADVANTAGE OF PEOPLE DUR TO THE EVENING (HALLOWEEN) **CUSTOMER WANTS FEEDBACK FROM TAXI DETAIL**	10/30/2011	02:30	am	Yellow_Cab_Co_op	80	9999	YELLOW	No	HAYES	LAGUNA
993836	10/30/11 2:58 AM	Caller stated "They advertised that they accepted credit cards and we got in the cab and they didnt tell us anything. when they dropped us off at our destination, they said they only accpeted credit cards for fares over 10 dollars. We've been around the city and to the best of my knowledge, thats the first Ive heard of that." - - - NA	10/30/2011	02:45	am	Green_Cab	376	999999	green, white, Prius	No	14th and Market	Hayes and Buchanan
993838	10/30/11 3:25 AM	caller states the driver stopped at market and church asked where we were going we said we were going to irving & 8th ave driver said he was going in had to be in by 3:30am even though it was only a 10min ride. the driver then changed his story said he was only stopping at the light. then started us profanity and told us to get out of the cab. driver was very insistant that we get out of the cab. - - - na	10/30/2011	02:40	am	American_Cab	1045	9999	suv colors were white & red	No	market st & church	market st & church
994290	10/30/11 11:03 PM	Driver was rude and his cab smelled like urine and he did not take my credit card - - - When I first jumped in the cab it smelled like urine. Driver was really rude and did not answer their questions. The driver had a device for accepting credit cards but stated he did not take credit cards. Passenger states she could only tip him a \$1 and he got mad and speeded of while holding down his horn and spoke in his own language	10/30/2011	11:00	pm	SF_Taxi_Cab	117		White with black writing		3rd and Market	Broadway and Kearny
994322	10/31/11 6:49 AM	SEE BELOW - - - PATRON STATES THAT SHE WAITS FOR A TAXI AT THE MARRIOTT HOTEL(THE EMBARCADERO) PATRON STATES THAT THERE HAS BEEN TIMES WHEN THE TAXIS WILL NOT PICK HER UP. PATRON STATES THAT SHE DOES NOT KNOW WHY THIS IS HAPPENING. PATRON STATES THAT SHE TAKES THE TAXI TO COLMA TO TARGET TO PICK UP HER CAT FOOD. CALLER STATES ALL TAXIS DO THIS.	10/17/2011	01:00	pm				NA	No	THE EMBARCADERO	COLMA (TARGET)

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994791	10/31/11 2:07 PM	Caller states that cab driver had a piece of paper taper over credit card machine indicated that credit card machine was out of order. Caller feels that the machine was really working because lights were on but just that the cab driver didnt want to accept credit cards. - - -	10/31/2011	01:30	pm	Luxor_Cab	112	999999	luxor	No	24th	valencia
994912	10/31/11 3:50 PM	person is calling in because a friend of his who is a taxi driver in San Francisco was robbed and beaten a few nights ago. caller is requesting that city cabs have plastic dividers in between the driver and the patrons for driver safety. Request that they be bullet proof - - -	10/31/2011	03:53	pm					No		
995088	10/31/11 5:52 PM	Cabs hardly ever pick up in the Sunset District of San Francisco - - - Patron states he has an extremely difficult times getting a cab in the Sunset District. At minimum 40 to an hour for cab arrival. The holiday weekend was not able to get a cab and after an hour and a half I gave up. The city could consider a policy similar to Las Vegas where they limit cabs that can pick up in a different locations. They have cabs that only pickup in residential areas, different corridors, airport etc. Resident states this will give everyone an opportunity to take advantage of cabs.	10/31/2011	05:59	pm							
995092	10/31/11 5:59 PM	patron flagged taxi and there was also a white lady near her. The taxi stopped but told them, &quot;I want her (the white lady) and not you&quot; the black patron stated that's &quot;pretty fucked up&quot; and the driver said &quot;fuck you&quot; and called her a racial slur. - - -	10/31/2011	05:55	pm	Yellow_Cab_Co_op	653		Truck	No	Market and 5th	
995197	10/31/11 11:37 PM	Driver rude and discourteous to another fellow driver - - - This is regarding two cab drivers. I was dropping a customer and he came behind me blowing the horn. I ask him what was wrong and he was cursing me and spit at me from his window. I tried to talk nice to him and told me he almost caused an accident but he was still rude. The driver was in a hurry and wanted you to move out the way and I was dropping a customer at the time. Mr. Alkurd drives for Yellow Cab and his cab number 1082.	10/31/2011	11:40	pm	National_Cab	712					

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
995503	11/1/11 11:27 AM	Patron stated: "We were picked up, 3 taxis came. My girlfriend and I were in the 3rd taxi. The driver proceeded onto Masonic and a car behind him honked at him. The taxi driver became upset and proceeded to look for the car that honked at him. He found the car, rolled down his window and started to swear at the other driver, calling him 'faggot, faggot'. The car drove off and the taxi driver took off after him, and tried to swerve into the other car, a classic example of road rage. I told him 'no, no, stop, it's okay, let's just go.' He said 'you want to get out of the cab and pay right now?' I said 'no, let's just go.' We arrived at Geary and Masonic, and he was supposed to go straight across Masonic, but he was in the right hand turning lane, and he went straight across Masonic from the right hand turning lane. I said 'You're in the wrong lane, you have to go straight, but you're in the right hand turning lane.' He said 'I know, I know.' Then he stopped and said 'Do you want to get out?' I said 'Sure'. He raised his hand and he said 'You're going to pay me, you're going to pay me, then reached into the glove compartment box, appeared that he was getting a stick or Mace. I called 911, he was watching us the whole time. Another taxi came by at the same time, we ended up climbing into that taxi. I am surprised that he is still on the street. I do not want anyone else to be threatened by this driver.">	10/31/2011	08:30	pm	Yellow_Cab_Co_op	1170		Yellow Cab	Yes	Fell and Masonic	Geary and Masonic
995518	11/1/11 11:38 AM	Customer states I have to report a taxi driver that has some serious issues. I reported this to Yellow Cab and they also suggested I call you guys. The driver had a really bad attitude from the start when I asked him if there was room in the trunk for a suitcase. I asked because sometimes the trunks are full. Anyway he ignored me. We were on the 380/280 split and he already passed the merge onto 101. I told him we needed 101 and he became very irate stating "I should have known by your address that I should not have taken this fare. I hate this fucking job, I hate people, what do you think I'm stupid? I'm a taxi driver, I know where I'm going. If if we weren't on the freeway I'd kick you out." I was really affriad so I apolgized to him to calm him down. I told him I didn't mean to offend him. He kept muttering stuff to himself so I started sobbing and then crying. He I guess felt bad so he apologized but I could not respond because I was crying. That uspest him so he started swearing at me again. When we got to my house he told me "I want you to report this because I don't want this job anymore. And you should know my name too it's Dennis Fong." It was a very scary experience.">	10/30/2011	11:30	am	Yellow_Cab_Co_op	718		4dr sedan	No	SFO	Taylor and Green

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995524	11/1/11 11:45 AM	Patron was speeding and then threatned to leave them on the side of the highway. - - - Patron states that this taxi was excessivley speeding at 80 miles per hour, refused to slow down at the patrons request, and threatned to leave them on the side of the highway.Patron states that this driver is angry, hostile and out of control, and should not be driving patroons around at all. Patron states that this driver is a menace.	11/01/2011	11:00	am	Royal_Cab	9069	999999	4 door station Wagon equipted as a van.	No	From SFO	Downt own Marriot in San Francis co
995668	11/1/11 1:46 PM	The patron stated, &quot;we got long hauled. We were out to dinner with 2 friends who have been living in the City for years. The driver picked us up in front of a hotel so he thought that we didn't know where we were going. We were 4 women. He long hauled us. He was on the phone the entire time which is dangerous. We were unable to tell him where to go because he wasn't listening. We told him to turn on 6th St and he said, no. We told him to turn on 10th St, he said no. He took us out to 17th St and at that time, we said we're getting the tour. He said, &quot;if you don't like it, you can get off now.&quot;; We said just take us to where we want to go. We had taken a cab to the same restaurant earlier that evening and that price was \$14.50. This taxi driver charged us \$17.95 to go to the same restaurant from the same starting point. The difference in the price was \$3.45. He was also exceptionally rude.&quot;; - - -	10/29/2011	11:00	pm				White	No	Hyatt Regency near Market	501 Arkansas
995758	11/1/11 3:27 PM	see details below - - - Driver did not press meter down and fare kept increasing after arrving at destination. Driver said he was not able to stop meter. Patron advised driver to not take tip but driver went ahead and took tip	10/31/2011	12:53	pm	Luxor_Cab	0208		regular Luxor cab with blue and red stripes	No	9th and Market	SF General Hospita l
996236	11/2/11 10:46 AM	Driver would not accept taxi scrip or credit card. - - - Patron states &quot;I hailed the cab on the street. The Driver would not pick me up if I had a scrip or a credit card. I use a walker. It is not convenient for me to take Muni. I am not happy that this is not the first time that this has happened. It has happened many different times with many different cab companies and many different cab Drivers. It also happens to my mother, who is 91 years old and is on a walker. Isn't it illegal for cab Drivers not to pick up fares who have taxi scrip or use credit cards?&quot;;	11/02/2011	10:45	am	Bay_Cab	0289	9999		No	Sutter St and Hyde St	2238 Geary Blvd.

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996801	11/2/11 9:09 PM	Caller stated that passengers cannot see the front of the car, there is a screen in the back of the front seats, and it is advertising and this screen cannot be turn off, he had to cover the screen with his briefcase , he also stated that he will not take Luxor cab if they are allowing this kind of advertising. - - - all other fields did not matter, caller just wanted report luxor company	11/02/2011	09:14	pm	Luxor_Cab	0000		n/a	No	n/a	n/a
997151	11/3/11 12:06 PM	Patron states that this driver gunned the brakes very hard, which could be unsafe to other drivers. - - - Taxi patron states that this driver appears to have a neurological disorder which causes him to punch the brakes continuously through the ride. Patron feels this driver should be driving a cab.	11/03/2011	12:00	pm	DeSoto_Cab	9999	99999	Van with an automatic door.	No	Califonria and Van Ness	Castro and market
997210	11/3/11 1:23 PM	Patron states "The destoto cab 367 refused my fare because it wasnt far enough on a credit card." - - - n/a	11/03/2011	01:20	pm	DeSoto_Cab	367		desoto cab with logo	No	eddy and cyril magnin	na
997238	11/3/11 2:01 PM	Motorists states, "Taxi cab number 321, just dropped off a passenger at Taylor and California and driving like a mad person, in the rain. The driver was passing on the right in areas where it is a parking zone, and going through solid red lights." - - -	11/03/2011	02:00	pm	Yellow_Cab_Co_op	321		Yellow, sedan	No	UNKNO WN	UNKNO WN
997433	11/3/11 5:38 PM	patron states she got into a cab at the hyatt regency and they told the driver where they were going and the driver starting veering toward broadway and i said no dont go that way, could you please go down this street to the end (drumm) and then veer around to the tennis courts and then to bay street. I told him what happened (bomb scare at INS) and he stops and he asks me which way to go-i felt like he was picking a fight and he was being obstinate. He was rude from the get-go. - - - na	11/03/2011	05:10	pm	Fog_City_Cab	128		fog city cab		Market and Drumm	lombard and gough
997454	11/3/11 6:36 PM	The patron states: As I was riding, I was told that the ride would be cash only. I asked if he were required to take credit cards. He stated, I am an independent driver and and not required to take credit cards. This happened enroute. When I arrived at the destination, I paid cash. The driver was being hostile, I took the numbers down and said I would report to the correct authorities. - - - The patron did not have the driver name or badge #.	11/03/2011	06:35	pm	Luxor_Cab	1312	9999	A sedan, white	No	Geary and Mason	Bush and Van Ness

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997498	11/3/11 8:58 PM	The patron states: A cab was in the gas station on Divisadero and Lombard. I asked if the cab was in service and my cousin and I got in to the cab, everything was good. Then we got to California and Scott which was my destination. I gave the driver a \$20.00 for a fare that was only \$7.35. He gave the change back at 10.00 and stated that "We are even";. My cousin then told him to give the 20 back and we will give him 7.35. He said no and gave me 2.00 and threw .10 at me. I then called the dispatch company who stated that we do not have a cab # 725. I am not new here in CA, I have been here for 40 years, I know Yellow Cab. The driver had his personal information turned the other way so that you could not see it. I think I deserve a verbal apology from this driver or a written apology from Yellow Cab. Even their Dispatch wanted to get huffy and puffy and get in your face. If it were not for the public you would not have jobs. - - - The patron did not have the driver name, badge #.	11/03/2011	08:50	pm	Yellow_Cab_Co_op	725	9999	A Yellow Hybrid	Yes	Divisadero and Lombard	California and Scott
997551	11/4/11 7:15 AM	Not accepting Credit Card - Then threatening to charge while collecting - - - Patron states she wanted to pay with a credit card the driver started screaming at me and threaten to charge me, while I waited for him to collect on my credit card. The fare was 6.25usd when he stopped, he continued to let the meter run it is now up to 9.24usd.	11/04/2011	07:07	am	Best_Cab	287		n/a	No	Ritz Carlton - Nob Hill	400 Howard
997602	11/4/11 8:50 AM	PATRON STATES: THE DRIVER REFUSED PASSENGERS BECAUSE THEY WEREN'T GOING OT THE AIRPORT. THE DOORMAN KNOWS ABOUT IT AND IS TRYING TO KICK HIM OUT. HE IS JUST A BAD DRIVER. - - -	11/04/2011	07:50	am	American_Cab	475		FUSHION OR CAMRY	No	MARRIOTT ON 2ND ST	CALIFORNIA

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997802	11/4/11 12:34 PM	Patron states: I just finished shopping at the Safeway on 30th Street and Mission Street. I asked Safeway's customer service to call Luxor for a cab to pick me up. I waited for 30 minutes and customer service helped me called 3 times but a Luxor cab never show up. I asked Safeway customer service to call Yellow cab. One finally came in the parking lot and then drove around the parking lot. I waved at him and he looked at me and then kept going. A veteran cab came to pick up another person. I asked the driver if he can call for me. Driver said no and gave me a card to call Veteran and National. I went back to the customer service and they called for me but no cabs ever show up. I was waiting from 4:20pm to 5:30pm until someone from St. James Baptist Church who gave me a ride home in her private church van. This is ridiculous. This is not the first time that this happened. I don't know if there is a thing about people calling from grocery stores. Taxi companies always complaining about not having business but when I call them then they never show up. They need to do much better than this. - - -	11/03/2011	04:20	pm	Luxor_Cab	0000	000000	NA	No	NA	NA
997896	11/4/11 2:25 PM	The motorist stated, "I watched him go into oncoming traffic to cut me off. I was heading south on Howard and before New Montgomery there is a section of Howard that is 2 way. At that section, he cut me off 2 times and went through a red light, almost causing an accident." - - -	11/04/2011	02:20	pm	Luxor_Cab	2227		Luxor Cab	No	N/A	N/A
998028	11/4/11 4:37 PM	Patron stated: "Taxi was parked in a taxi line at the train station on 4th St. I have a dog, and the taxi driver refused to take me. He told me that he was not going to take the dog. I am disabled and my dog is a guide dog. So the cabbie in the car just behind him ended up taking me. (The cabbie who took her also got on the phone and confirmed that this was a guide dog. When he told the first cab driver that by law he was required to take the lady and her dog, the first driver became irate." - - -	11/04/2011	04:27	pm	National_Cab	727		National Cab	No	4th & Townsen d	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
998191	11/5/11 12:59 AM	caller states we got into the cab and we started going and my friend gave one address and i said can you make 2 stops and he flipped out and started cussing at me and said get the fuck out and pulled over and told us to get out. when he first flipped out i said ok we can do the one stop. but i then realized it would be best getting out of the cab because i didn't feel safe. i told him i was going to file a complaint he said go ahead he didn't care. when i asked what cab company he said it was green cab and gave a fake name of tom jones. i think the driver is on drugs and someone should remove him before he gets someone hurt. i called the cab company and the person said he was dispatch number 9 to report the incident but he told me i should call 311 i would be better results. - - - caller would like someone to contact him regarding this issue.	11/05/2011	12:45	am	Yellow_Cab_Co_op	830	9999	suv like a ford escape compact suv. yellow	No	offarrel & van ness	geary & van ness
998502	11/5/11 4:18 PM	I took a cab from Cesar Cahvez to Franklin and Post. The cab broke down so I had to get out the driver wants me to pay \$16.00 I told him too much because I need to take another cab now." - - -	11/05/2011	04:15	pm	Yellow_Cab_Co_op	1007	999999	yellow	No		
998522	11/5/11 5:02 PM	The patron states: This was an annoying situation where the cab driver stops and then questions me about where I am going. He refused to let me in before knowing my destination. I believe that it is illegal to not pick someone up based on their destination. - - - The patron did not have the driver name or badge number.	11/05/2011	04:50	pm	Luxor_Cab	101	999	Prius, White	No	Battery, near 1 Embarcadero	n/a
998585	11/5/11 7:44 PM	Hotel concierge called on behalf of guest states, "The cab was waiting in the cab line when the cab got to the front of the queue he got into an argument with the doorman, and refused to accept the fare from the guests. the guests also states the cab driver was very rude." - - -	11/05/2011	07:40	pm	Arrow_Cab	882	99999	unknown	No	Battery/Clay	
998674	11/6/11 6:50 AM	SEE BELOW - - - PATRON STATES THAT HE IS THE DOORMAN AT 631 FOLSOM ST, PATRON STATES THAT HE WALKED UP TO THE CAB AND INFORMED THE DRIVER THAT HE HAS A FARE FOR HIM THAT NEEDS TO GO TO THE AIRPORT, PATRON STATES THAT THE CAB DRIVER IGNORED PATRON AND WAVED HIM ON, PATRON STATES THAT HE THEN CONTACTED YELLOW CAB AND TALKED TO THE DISPATCHER WHO INFORMED HIM THAT THEY HAD RECEIVED NUMEROUS COMPLAINTS AGAINST THIS DRIVER AND TO CALL 311 TO FILE A COMPLAINT.	11/06/2011	06:30	am	Yellow_Cab_Co_op	1314			No	MARRIOTT HOTEL ON FOLSOM ST	



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1000149	11/8/11 11:35 AM	SEE BELOW - - - PATRON STATES THERE WAS A CAB LINE, PATRON WALKED TO THE FRONT OF THE LINE AND INFORMED THE DRIVER THAT HE WAS GOING FROM 2ND AND FOLSOM UP TO CLAY AND MONTGOMERY, PATRON STATES THAT THE TAXI DRIVER SAID HE I DON'T HAVE TO TAKE YOU, PATRON STATES THAT HE THEN APPROACHED THE CAB BEHIND THIS CAB AND ASKED FOR A RIDE AND THIS CAB DRIVER SAID HE IS SUPPOSE TO TAKE YOU AND THAT YOU SHOULD CALL AND MAKE A COMPLAINT, PATRON STATES THAT THE CAB IN BACK OF THE FIRST CAB WERE ARGUING. THE FIRST CAB DRIVER WAS SCREAMING PROFANITIES AT THE 2ND CAB DRIVER STATING GET THE &quot;FUCK&quot; BACK INTO YOUR CAR. PATRON STATES THAT HE FEELS THAT THE CAB DID NOT WANT TO TAKE HIM BECAUSE OF THE SHORT DISTANCE IN THE RIDE.	11/04/2011	07:30	am	SF_Taxi_Cab	475		NA	No	2ND ST AND FOLSOM	NA
1000295	11/8/11 1:57 PM	Customer states I'm complaining about cab drivers who refuses to take guide dogs in their cabs and this happens many times and it is really frustrating for a person who can not see to flag a cab and get refused if they see you have a guide dog. Particurlary last night 2 cab drivers denied service after seeing my guide dog, one was a de soto driver and the other was a Royal Cab driver and the number is 1171 (royal taxi) on November 7 at 7:45PM around North Beach area. I already talk to Royal taxi and they gave me this number to file a formal complaint. I left a message for De Soto taxi to call me. - - -	11/07/2011	07:45	pm	Royal_Cab	1171	9999	unknown	No	North Beach	n/a
1000319	11/8/11 2:21 PM	passenger states the cab driver drove recklessly from SFO to Calif. and Pine. Caller states the driver was weaving in and out of traffic and speeding. Passenger asked himto slow down, he did for a little while then continued to drive recklessly - - - passenger states the cab driver drove recklessly from SFO to Calif. and Pine. Caller states the driver was weaving in and out of traffic and speeding. Passenger asked himto slow down, he did for a little while then continued to drive recklessly	11/07/2011	02:00	pm	Arrow_Cab	285		arrow cab	No	SFO	Californ ia and Pine
1000353	11/8/11 2:54 PM	Taxi Drivers not accepting credit cards for payment. - - - Patron states &quot;Aren't Taxi drivers supposed to accept credit cards to pay for cab rides. Many of the Drivers say that they won't accept cards.&quot;	11/08/2011	02:55	pm		9999	9999	n/a	No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1000505	11/8/11 5:42 PM	Got in the cab, driver on the phone...Asked if he would take a credit call or could you take me to a bank. He agreed, then he got a call on his cell and told the caller "I am on my way, I am coming right now." I asked about taking me to the bank, and he started yelling at me... told me he had things to do and that I needed to get the fu_k out of his cab...he stopped several blocks away from where I needed to be and kept telling me to get out. {this caller cried the entire time giving this report...was afraid and very upset at this behavior.] Caller stated she takes cabs 2 x a day and has never been treated like this. Driver was rude, on the phone and ended up making her get out of the cab when he got this call on cell. - - - see above for details. Rude, mean, using profanity and on his cell the entire time.	11/08/2011	05:40	pm	Royal_Cab	2319	99999	Royal	Yes	Geary and Fillmore	made get out at Duboce and Church
1001347	11/9/11 6:45 PM	the cab almost hit me when i was riding my bike, trying to intimidate me because he was frustrated because i was going to slow, so he drove really close to me and honked, it was really dangerous and he should be told that he shouldnt do that. - - - at market & main	11/09/2011	05:45	pm				white cab with license plate number was 3NFT517	No	not picked up...	
1001351	11/9/11 6:54 PM	Cab driver refused fare and refused to show ID. - - - Patron stated, that "I got into a Yellow Cab, license plate number 8P57095 and the driver refused to take me south of Market. The driver also refused to show me his identification. There is absolutely no ID for the driver inside of this cab. He was driving down Market with his light on when I got into the cab. He pulled over and keeps telling me to "Get out! Get out!. I am not getting out of the cab. Another man has gotten into the cab and the driver is yelling to him to get out of the cab. (Police arrives and tells this patron to exit the cab). I am upset that this driver has no ID and refuses to show or tell me his identification. It is not right that he can refuse my fare because he does not want to go south of Market. (Police advised caller that this cab has already been dispatched)"	11/09/2011	06:45	pm	Yellow_Cab_Co_op	391		Yellow/ Ford, Focus	No	Market	Montgomery

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1001391	11/9/11 10:48 PM	Customer states that "the cab driver was very nervous and when we flagged him he was very rude to me. We described our destination which is my home address and we noticed that he was driving in an opposite direction. When we addressed that he was going in a wrong direction, he made an illegal and abrasive u-turn in a middle of the street and told us to exit the cab. He was very forceful and abrasive so I took my time to get out of the cab so that the person that riding with me could get the cab number. I didn't feel safe neither with my passenger with me. Finally, as I was taking my time exiting the cab, the driver shoved me by my backpack out of the cab and told me to get out. He was very rude and made me cry. If possible, I would like this cab driver to have his license suspended or have a fine. I don't it's appropriate for a cab driver to put his hands on me nor it's appropriate to kick me out of the cab because he was going in a wrong direction". - - - Final Destination: North Point and Divisadero	11/09/2011	10:44	pm	Bay_Cab	999		Bay Cab, SUV, white	No	2201 Buchana n	Californ ia and Buchan an
1001403	11/9/11 11:50 PM	Cab driver was smoking inside the cab - - - cab patron stated: "The driver was smoking inside the cab. I did not get inside the cab because I was overwhelmed by the smoke from a lit cigarette. I am a disabled patron, and there was not a cab available."	11/09/2011	11:01	pm	Town_Taxi_Cab	420		Red Hybrid SUV	No	16th & Mission	16th & Mission
1001665	11/10/11 11:14 AM	Taxi Driver was traveling down Howard just past the intersection in the far left lane, and says this driver in De Soto Cab1280 from the middle lane cut across lanes of traffic almost causing making a left lane onto 8th. De Desoto cab was 2/3 past the intersection had no turn signals and made a reckless maneuver.  Tax driver in his bay cab 999 Have a camera in the taxi that caught the incident. - - - Driver wants a call back to see what happend and to se how this driver actions are handeled. Caller does have film	11/10/2011	11:05	am	DeSoto_Cab	1280		De Soto	No	Na	Na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1001731	11/10/11 12:14 PM	<p>Caller called for a yellow taxi at 11:12AM and then called aging at 11:38AM and one more time at 11:50 AM The first time caller called for a taxi the yellow cab co said the ye be right out. The Second time the caller called for a taxi the dispatcher said there are around the corner and that they had already came by. Caller said they are standing outside waiting, caller said that it no way a taxi could of came by. The third time caller called the yellow cab co, caller said that they never even picked up and had an option press one if you're ready to be pickup. Caller said the cab company won't even take her call.</p> <p>Caller said that they called 415-626-2345 Yellow cab this is the number on the voucher.</p> <p>Caller feels that this is discriminatory because they are paying with a taxi voucher instead of cash. Caller says this happens all the time to individuals who pay with voucher. Caller says that they are disabled and a form of discrimination. Caller says they get there voucher from the Library from the blind.</p> <p>- - - caller says taxi never showed as od 12:32 Caller wants a follow sent to her about this complaint jpotter06@msn.com or you use caller mailing address 120 Cap Street Apt 112 94110 .</p>	11/10/2011	11:14	am	Yellow_Cab_Co_op			Yellow	Yes	120 Capp Apt 112	NA
1001823	11/10/11 2:00 PM	I am staying at the Taj Campton place and that is where I boarded the Taxi. I requested to go the 625 2nd street. He said 32nd street and I said, "No 2nd street." He took me to the wrong address. I missed my appointment. We ended up on 2nd Avenue. I was so upset because I felt as if he was taking me for a joy ride. Instead of being charged \$9.00 I was charged \$23.00. - - - I got off of the taxi at about 1:20pm or 1:15pm.	11/10/2011	12:25	pm	Yellow_Cab_Co_op	1306	49760		No		
1001947	11/10/11 3:19 PM	Patron stated, "I got into Yellow cab #408 and the driver was on the phone with an earpiece. I asked him nicely if he can get off the phone so he can drive safely. He refused to get off the phone because he said it was an important phone call. So he stopped the car and told me to get off. I said no, please continue. When I finally got to my destination, he gave me a receipt. I asked for his badge number and he refused to give it to me. I think this guy shouldn't be taxi driver because he was endangering his passenger and himself by being on the phone while driving and refused to show identification." - - - n/a	11/10/2011	03:10	pm	Yellow_Cab_Co_op	408		Yellow cab, SUV	No	555 Californi a St	Beale St and Bryant St

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1002216	11/10/11 9:24 PM	Per caller. My taxi is 870 and I saw the other taxi with 870. This is my medallion which I got 3 months ago. I see this vehicle at Divisadero and OFarrell. He picked a customer from there and he left. License plate number is 8T63174. He has a Crown Victoria. I think its painted yellow and with San Francisco. If something happens, they put 870. Thats why I report you. And maybe me not just the other guy. He was in Divisadero and Mission area. Not the downtown. - - - n/a	11/10/2011	09:14	pm		870		Crown Victoria	No	OFarrell and Divisadero	Unknown
1002221	11/10/11 9:45 PM	patron stated that "the driver of the cab refused to take the patron to his destination and the patron feels that the reason that he was not taken to his destination was because he was with his male partner"; patron stated that "patron felt uncomfortable with the driver due to this type of treatment"; - - -	11/10/2011	09:36	pm	Town_Taxi_Cab	1080	9999	White	No	340 Stockton Street	Masoni c & Haight
1002253	11/10/11 11:01 PM	Caller stated "I just got out of a cab and I've never smelled such a strong sulfur smell in my life. I have a headache right now from it. It had 223,419 miles on it. the driver was polie and respectful. He denied that there were any other complaints about the smell." - - - NA	11/10/2011	11:00	pm	Yellow_Cab_Co_op	1158	999999	yellow	No	NA	NA
1002625	11/11/11 3:19 PM	He has not been able to report get trough on the phone. I have three witnesses that saw him back into my wifes corvette. This took place at 1085 Montgomery Avenue in San Bruno.He was getting some work done on his car as and as he left he backed into my wifes corvette. As I said we have three witnesses. I am trying to give him a chance to come forth so that we can deal with this but if I can't get a hold of him I am going to have to file a police report for a hit and run. I don't want to have to do that. I gives me no pleasure but if I can't get a hold of him then I will have no other alternative. The people at the shop here they were working on his car gave me his contact information. Please call me because I want to know what is going to be done. - - - I	11/09/2011	11:00	pm	Comfort_Cab	1391		8T92065	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1003027	11/12/11 1:23 PM	I GOT INTO AN ARGUEMENT WITH A TAXI DRIVER AND HE SPIT IN MY FACE. I WAS PARALLEL PARKING AND HE WAS LETTING OUT A FARE. HE WAS KIND OF BLOCKING THE SPACE AND SO I TRIED TO GET IN. HE HONKED HIS HORN AND THEN I FLICKED HIM OFF. HE WENT ABOUT 20 FEET UP AND CAME RUNNING BACK. I GOT OUT OF THE CAR AND WE WERE CURSING AT EACH OTHER BACK AND FORTH AND HE THEN SPIT ON ME AND RAN OFF TO GET BACK INTO THE CAR AND TOOK OFF. - - - I GOT INTO AN ARGUEMENT WITH A TAXI DRIVER AND HE SPIT IN MY FACE. I WAS PARALLEL PARKING AND HE WAS LETTING OUT A FARE. HE WAS KIND OF BLOCKING THE SPACE AND SO I TRIED TO GET IN. HE HONKED HIS HORN AND THEN I FLICKED HIM OFF. HE WENT ABOUT 20 FEET UP AND CAME RUNNING BACK. I GOT OUT OF THE CAR AND WE WERE CURSING AT EACH OTHER BACK AND FORTH AND HE THEN SPIT ON ME AND RAN OFF TO GET BACK INTO THE CAR AND TOOK OFF.	11/12/2011	01:14	pm		1054	9999	RED AND TAN OR MAYBE WHITE - THE TELEPHONE NUMBER ON THE CAB 415-285-3800	No	BRANNA N AND 8TH	N/A
1003152	11/12/11 5:32 PM	Patron stated "The cab driver took a tip off of my para transit card and than he said oh well. This was yellow cab. He took 70 cents extra. When I questioned him he said a smart comment. The cab driver should of ask before taking. Alot of cab drivers do that. I never game him permission to take it out."<div> - - -	11/12/2011	05:28	pm	Yellow_Cab_Co_op	872		Yellow		Fillmore & Geary	Central & Golden gate
1003159	11/12/11 5:37 PM	Patron stated "The cab driver took a tip off of my paratransit card and than he said oh well. This was yellow cab. He took 70 cents extra. When I questioned him he said a smart comment. The cab driver should of ask before taking. Alot of cab drivers do that. I never game him permission to take it out."<div> - - -	11/12/2011	05:28	pm	Yellow_Cab_Co_op	872			No		
1003233	11/12/11 11:25 PM	caller stated that he gave specific directions but the driver to get to near park Merced, but when the caller told the driver to turn in Orizaba street the driver told him that he knew where he was going, but he ended up taking the caller to park Merced, and the caller told him to go near park Merced, caller stated that he was going to pay what the meter would show but felt that it was not ok for the driver to take another route. - - - n/a	11/12/2011	11:16	pm	DeSoto_Cab	334	999	de soto cab	No	mission st and 4th	vernon st

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1003358	11/13/11 11:22 AM	It is a Lincoln town car or a sedan. When customers got on at SFO the driver said he was hard of hearing. He was weaving back and forth on the freeway and almost hit another vehicle when he changed lanes. Customers asked to be drop off at Civic Center Bart instead of continuing on to Berkeley and the driver drove very fast to the Civic Center. He was dangerous. - - - Unsafe driving: Speeding, weaving in and out of lanes, almost had an accident, and hard of hearing.	11/13/2011	11:21	am	Yellow_Cab_Co_op	737		Yellow	No	SFO	Civic Center Bart
1003489	11/13/11 4:14 PM	Tried to wave this cab down and the driver was on the phone the entire time. I walked over to the cab and in hand gestures he told me "no". He was just talking - not otherwise engaged. I ended up walking away and waving down another cab. - - - see above	11/13/2011	04:10	pm	Bay_Cab	577				n/a	n/a
1004130	11/14/11 2:10 PM	Taxi driver drove off just after customer took her last bag out, The door was not even closed and the driver took off driving over customer's left foot. Customer called Yellow Cab and is being given the run around. Please contact her as she does not know what what to do. This happened between 9 and 10 pm. - - -	11/13/2011	10:00	pm	Yellow_Cab_Co_op			Middle aged male who was drinking out of a Pellagrino Water bottle.		Market St @ Marriot Hotel	21st and Bryant
1004321	11/14/11 6:49 PM	The vehicle was on the right turning lane on market and them decided to swerve out of the lane to go straight. He was in front of the motorist pretty aggressively, and the motorist had to veer around the taxi to avoid an accident. - - -	11/14/2011	06:45	pm	United_Cab	004		LP # 8X5613, Town taxi, SUV	No	Market & Dolores	
1004423	11/15/11 7:36 AM	Customer stated "When I approach the two taxi's I asked the driver's can you take me to 8th & Mission. The cab driver's said I'm break, Don't talk to me man just go away. I told him I'm running late can I have a ride he said No. Eventually car number 49 came gave me a ride to work the other car was car number 512 ". - - - N/A	11/15/2011	07:05	am	Yellow_Cab_Co_op	49		Yellow Cab	No	905 California St	8th & Mission St
1004749	11/15/11 11:51 AM	General complaint regarding taxi companies not willing to pick up passengers in the Hunters Point Area. - - - Customer reporting there were two women waiting at Foods Co on 3rd and Williams; one waiting for a cab for 1 hour and the second waiting for over 2 hours. Both women were waiting with groceries, one was an elderly woman. Caller states in general cab companies are not willing to pick up passengers in the Hunters Point area. This has been going on for a lot of years.	11/12/2011	01:00	pm		9999			No	3rd and Williams	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1004857	11/15/11 1:35 PM	per caller.. I am elderly and disabled.. the driver started badgering & yelling at me when I got in the cab because I didn't say good day to him... told me he was going to take me to the police station...I don't like being treated like this. Driver also is not showing any I.D. of any kind in this cab... - - - see above for complaint details.	11/15/2011	01:35	pm	National_Cab	856	9999	National cab	No	680 Mission	still in cab while filing complaint
1004972	11/15/11 3:22 PM	Driver's card machine for paratransit was broken. - - - Patron states "the driver picked and asked me how I was going to pay. I told him by Paratransit and I asked him "why does it matter?" The driver said because my machine is down. I asked him if he could do it manually and the driver said "no". Now I'm late for an appointment and had to reschedule for January. Another guy came to pick me up. cab #739, picked me up and I came out to tell him that I wanted to cancel the cab, and he was very impatient and rude and told me to "get the hell out of the cab."	11/14/2011	02:55	pm	Royal_Cab	398		sedan	Yes	18th and Castro	
1005031	11/15/11 3:51 PM	Caller stated that went to a parking lot and the taxi driver was taking to 2 spots, the caller had to wait for someone else to move, and one someone moved the caller got a parking spot, he approached the driver if he could park like normal person, and the driver told him some derogatory comments, the caller want on and when he came back and got out of the parking lot, he saw the taxi driver in his vehicle and followed him and asked him to come to a place if he wanted to fight, the caller that he is a business owner doing business in san Francisco and that he does not need a taxi driver out there who wants to fight him. - - - n/a	11/15/2011	03:30	pm	Royal_Cab	941	9999	n/a	No	n/a	n/a
1005048	11/15/11 4:05 PM	Caller states the drivers are choosing the fare and declining her a ride. - - - Caller states that 8 cabs in the taxi line failed to pick her up from the Hilton Hotel. Caller states that they will stop and then they keep going.	11/15/2011	04:06	pm		9999	9999	N/A		Hilton Hotel	
1005208	11/15/11 11:26 PM	REFUSAL OF FARE - - - patron stated he requested a cab - he was told it will be there in 10 mins - he came on the wrong side of the street - AFTER SEVERAL ATTEMPTS AND HANG UPS	11/15/2011	10:40	pm	Yellow_Cab_Co_op	9999		YELLOW CAB COMPANY	Yes	balboa park	



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1005381	11/16/11 9:15 AM	Threatening driver, unsafe driving, and overcharge - - - Patron states "when I suggested which way he should go, because he started to take me further away from my destination. The driver told me to "shut the fuck up and to mind my own "fucking business, I've been driving a cab in San Francisco for 28 years. If you have a problem we can fight." He cut off 2 minivans and was frustrated when he got stuck behind someone making a right turn, so he decided to swerve around then, which was not a great decision. The fare was \$3.00-\$4.00 dollars more that it normally is. When the driver let me out of the cab, he driver slowing alongside me and asked me if I had anything else to day, if I had a problem? I've been taking cabs in San Francisco for over a decade and this is hands down the worst experience I have ever had. I hope that driver is taken off the road. You can't drive like that and you can treat people like that."	11/16/2011	09:12	am		292		Possibly San Francisco Cab, yellow and red, small SUV		Taylor and Geary	444 Spear
1005570	11/16/11 11:45 AM	CUSTOMER STATES THAT SHE WITNESSED A CAB DRIVER HIT A BICYCLIST AND KEPT GOING. CUSTOMER STATES THAT THE CAB DRIVER WAS GOING NORTH ON 5TH STREET AND THE BICYCLIST WAS TURNING ON 5TH ONTO FOLSOM. THE BICYCLIST WAS HIT AND THEN HE PULLED OVER ON HIS BIKE TO CHECK FOR ANY INJURIES WHILE THE CAB DRIVER DROVE AWAY. - - - CUSTOMER STATES THAT SHE WITNESSED A CAB DRIVER HIT A BICYCLIST AND KEPT GOING. CUSTOMER STATES THAT THE CAB DRIVER WAS GOING NORTH ON 5TH STREET AND THE BICYCLIST WAS TURNING ON 5TH ONTO FOLSOM. THE BICYCLIST WAS HIT AND THEN HE PULLED OVER ON HIS BIKE TO CHECK FOR ANY INJURIES WHILE THE CAB DRIVER DROVE AWAY.	11/16/2011	09:20	am	Fog_City_Cab	540	99999	FOG CITY CAB	No	FOLSOM AND 5TH STREET S.	
1005639	11/16/11 1:15 PM	Patron states, "I took a Yellow Cab from SF to Berkeley. My receipt says starts at 2:02am to 2:25am. I was supposed to be charged \$25, but instead I was charged a fare of \$40 plus a tip of \$25, my total was \$65.90. I paid via debit." - - -	11/16/2011	02:25	am	Yellow_Cab_Co_op	0144		Yellow cab	No	Powell and Market	1757 Oxford St, Berkeley

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1005665	11/16/11 1:37 PM	SEE COMPLAINT BELOW - - - CALLER STATES THAT THE DRIVER WAS DROPPING OFF A GUEST THE DRIVER WAS SPEEDING AS GUEST WHERE COMING OUT OF THE HOTEL, CALLER STATES THAT HE TOLD THE DRIVER TO SLOW DOWN, THE DRIVER STATED THERE IS NO SIGN POSTED ON THE DRIVEWAY, I CAN SPEED, CALLER STATES THAT HE THEN TOLD THE DRIVER AGAIN, WE HAVE GUEST AND KIDS COMING OUT OF THE DOORS OF THE HOTEL, WE DON'T NEED SIGNS TO TELL YOU TO SLOW DOWN.	11/16/2011	01:35	pm	Luxor_Cab	138			No	SHERATON FISHERMAN'S WHARF DRIVEWAY	NA
1005702	11/16/11 2:22 PM	Customer stated "He put the paratransit card the machine and he said it didn't work. I know the card works because I just used it. He left the meter on as he was trying to charge the card he never turned it off. Upon getting in the cab he had the meter on before I even got into the cab. After he tried many times the card eventually work. - - -	11/16/2011	02:15	pm	Yellow_Cab_Co_op	858	999	Yellow Cab	Yes	3950 24th St	106 Appleton Ave
1005782	11/16/11 3:28 PM	Motorists states that "the incident happened in 2193 Market. Motorists' states that I was turning right onto 15th St on Market, it is a right turn only lane, and you can only go when the light is on green. The light is on green and the taxi driver suddenly stopped in the right lane, right up the limit line of the crosswalk. Put his vehicle on a hazard and stopped there for 10 minutes. I honked at him when I was behind him and he did nothing, so I go around him and parked on 15th. I got out and I waited my turn and used my ATM and I turned around and I yelled at him, "you're parked in a turned lane, no one else can go". I don't know what he said or did exactly. I felt like he was blowing me off. I finished at the ATM and I walked in front of his vehicle, on the sidewalk, and I took the picture and I gave him the thumbs up. I went back to my car and I saw that his passenger got back in his vehicle and then he pulled up behind me and took a picture of my vehicle and then I drove off". - - - NA	11/16/2011	02:40	pm	National_Cab	2967		SUV, yellow with green marking, Ford	No	NA	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1005903	11/16/11 5:28 PM	Patron States: I called Veterans cab company and I was waiting and 25 minutes had passed and I seen a red vehicle so I thought it was veterans and it ended up being an arrow cab. I approached the cab and opened the back driver side door, as if I were about to get in, and I asked the driver if this was the cab that I had called and he said no. I then said too the person I was with, who had a service dog, let's just take this cab the other cab is taking too long, the back driver's side door was already opened because I had opened it to ask him the question. I told the driver we were going to take his cab and I closed the door and went around to the trunk and was attempting to open the trunk of the car. As I was attempting to open the trunk the driver drove off. My hand was stuck in the latch when he drove off and my hand got hurt. - - - The caller would like a response from whoever processes this complaint.	11/16/2011	05:00	pm	Arrow_Cab	1088	999999	Arrow Cab. It was a Prius.	No	22nd/Bartlett	N/A
1006000	11/16/11 9:11 PM	Pedestrian stated, "I was walking by Pine St and Taylor St and I witnessed this cab driver hit a van and another parked car. The cab number is either 490 or 410 and it was Comfort Cab. The car he hit was a Silver Audi A4. And as for the van, the owner of the van and the cab driver were chatting and I thought they were going to exchange information but they didn't and just took off.">	11/16/2011	07:45	pm	Comfort_Cab	490		mid size, late model american car	No	Pine St and Taylor St	
1006120	11/17/11 8:14 AM	Driver kicked Fare out of car - - - Patron states "I was in the car. The cab Driver said that he would not take me to my destination and also stated that his credit card machine was broken. I have interacted with taxi rules and regulations a lot. I also saw a big sign over his credit card machine that said "Cash Only.">	11/06/2011	02:00	am		9999	99999	N/A	No	San Francisco Hilton, 333 O'Farrell St	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1006237	11/17/11 9:58 AM	Patron stated: "I got picked up about 3:50 AM. I noticed before I even got into the cab the meter is already running. I questioned this and he grumbled and said he would turn it off. Then I told him where I needed to go and told him to go the fastest way. He should have gone down Lincoln Way, but he takes 7th Avenue all the way around the mountain. I figured he was the cab driver and he should know best. I've taken Yellow Cab before and I know what the rates are, even with the fare increases. We get down to 7th & Market and the fare is already \$22.00, it should be that amount at my destination. I said 'Hey man, you didn't take the fastest way.' He starts yelling at me and calling me a little girl. I didn't want to get dropped off in the middle of nowhere, especially with the Metro and other buses not running at that time in the morning, so I kept my mouth shut. When we arrived at my destination, the fare was \$28.00-\$30.00, way over what it should have been. He got lost making a left turn and he was charging me for getting lost. I gave him \$22.00 and I get out of the cab and he starts yelling at me more. He starts threatening me, saying that he knows where I live, that I will regret this." - - -	11/17/2011	04:30	am	Yellow_Cab_Co_op	169	6916	Yellow Cab	Yes	15th Ave and Kirkham	55 Hawthorne St
1006520	11/17/11 2:49 PM	Driver would not accept paratransit taxi card. - - - Patron states "The Driver would not take me to my destination because I had a paratransit taxi card. The cab was a Vina cab."	11/17/2011	02:30	pm		751	99999	n/a	No	555 California St	
1006523	11/17/11 2:54 PM	John Tinloy is the supervisor over @ SFGH and he called to make a complaint against a driver. The driver picked up the passenger at SFGH on 11/16/11 @ around 10:30 p.m. The passenger told the driver she has Paratransit. When the driver dropped the passenger off at 433 Ellis, he was not paid. The next day the driver called the hospital and stated that he is holding SFGH responsible would not pick up any more fares at the hospital if he does not get pay. He said if he is not paid, he has 2 choices: 1. Not to response to General hospital. 2. He would do a number of unscrupulous things to the supervisor. Customer asked the driver what did he mean unscrupulous and the driver said he was very angry. The incident was reported to Charles Rathbone who is the manager at Luxor. This was also reported to Jarvis Murray at SFMTA Taxi Division. Customer notified SFPD but did not make a report. Having filed the 311 complaint. - - - Driver: Sal Kirchner 415-572-7389.	11/17/2011	02:15	pm	Luxor_Cab			Luxor Cab	Yes	SFGH	433 Ellis

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1006612	11/17/11 4:01 PM	Intended patron states, "I can't get a cab in SF many times, sometimes I can, but today I was refused service. I was trying to get a cab, I had come out of Civic Center Station at the corner where the library is and I kept missing cabs. And then I saw a Yellow Cab stopping to let a customer out and she was busy getting her money to pay him. So I went and stood a little distance away and when she got out of the door I held the door open and I got into the car. He asked where I was going. I said I'm going to Dolores and 20 th. He said oh, "I've got another call, I can't take you." And so to add to it, I don't move well, I'm on disability, and it's not easy for me to move around hunting down cabs and then be refused service. I looked him in the eye and told him it's not fair and that there are regulations about it, that's what I've heard. I did call Yellow Cab but there was a message machine and I left my number. Also, when I was waiting for the young lady getting money out of her purse to pay to the driver, I indicated I wanted a ride, I sort of pointed, and he held up his finger like, wait a minute and had the intention to take me. I don't know if the address frightened him or he didn't like my look. It's not a bad neighborhood." - - -	11/17/2011	11:30	am	Yellow_Cab_Co_op		56697	License plate: 433963(1?), Yellow cab, brand new, big sedan	No	Hyde and Market	NA
1006622	11/17/11 4:13 PM	Pickup at the airport and the entire way in constant badgering about not paying with a credit card. Even to the point where he said he would stop by a cash machine. At that point it appeared he began driving very slowly in order to miss lights. At one point he pulled out some food and began eating it. A couple of blocks from our destination he said again he needed to turn in order to go by a cash machine. Medallion we think is 3599, the company is Arrow Checker Cab. - - -	11/17/2011	02:00	pm	Arrow_Cab	271			No	SFO	The Castro
1006781	11/18/11 3:23 AM	The caller states, "Two taxis refused fare. The driver was very rude. He may pretend to say he had car trouble, but he did not. He was sitting in the taxi wide awake." - - - Town 1422 - fare refusal; Asian male; acted as he was half asleep & might be faking; not as obnoxious as the other taxi driver	11/18/2011	03:15	am	Bay_Cab	288		NA	No	Hilton Hotel - Kearny St.	
1006784	11/18/11 4:19 AM	Caller stated "This was at the cab stand IFO the Palace Hotel at Market and New Montgomery. A local fare walked up, the guy refused to take him, so I took him." - - - NA	11/18/2011	03:44	am	Bay_Cab	007	999999	Toyota Prius, White and brown lettering	No	Market and New Montgomery	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1007048	11/18/11 11:20 AM	The patron stated, "I had a difficult time on the BART train this morning. I am pregnant and extremely dizzy. I got off at Powell St station. As I was walking up the stairs, I knew that there was no way that I could walk to work. So I saw a line of taxis lined up. I know that you're supposed to take the taxi at the head of the line. I went to the cab driver 560 and his reaction to me, was shaking his head as to say "No";. He shook his head at me and slightly rolled down his window. He shook his head, so I said, I'm sorry, are you on break?" He said No, no, no, go take another taxi and he was pointing his finger forwards where there were no taxis. He was trying to tell me to go somewhere else. He definitely did not want me in his car. When he told me to take another taxi, I said, no, I'm supposed to take the 1st one in line. If I went backwards they would just send me to the front because that happened before. After I said that, what he asked was, do you even have money? So I went into my purse, pulled out a \$20 bill, stretched it out and put it very close to his window. Then he asked me where I was going. I gave him the address which is 434 Ellis. Then he basically said, you can walk, Ellis is right there. I said 434 Ellis is 6 or 7 blocks away, I can't walk, I'm pregnant and dizzy. He just repeated himself and said Ellis is just there and I should walk. I said again that I can't walk because I'm pregnant and dizzy and there is no way that I could make it there. He ended up telling me that I can get in the back. I ended up	11/18/2011	08:50	am	Yellow_Cab_Co_op	560		Yellow Cab	No	Parc 55 Hotel at 55 Cyril Magnin	434 Ellis
1007380	11/18/11 7:00 PM	On Pine Street between Jones and Taylor the Yellow Cab stop in the middle lane to pick up a fare. - - - On Pine Street between Jones and Taylor. In the middle lane on Pine Street the yellow cab stop to pick up a fare. The fare was trying to jay walk to the cab. This was very dangerous and could have caused a serious accident. There were several cars trying to park on the right hand side of the street and he could have easily pulled over and waited for his fare.	11/18/2011	06:55	pm	Yellow_Cab_Co_op	9085		Yellow SUV cab			

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1007383	11/18/11 7:08 PM	Patron stated " We were picked up by a Royal Cab. Cab 9051 I was with 2 Friends. We told the driver we would be going to two location for drop off. As we were driving I made a phone call and make a slight change of plans. We told the driver one person who would be dropped off at civic center. Than the other two at Hayes Valley. When we told the driver suddenly he pulled over and got very angry that we change plans in the middle of the ride. Insisted that we get out of the cab. I ask for an explanation and he said he was upset that we ask for a change in the middle of the ride. I ask why wont you continue driving us we will pay you and give you a nice tips. The cab driver said No you change your plans and you have to get out of my cab. We paid him and than we got out. It was frustrating were out of townner's. We rent annoying we our now late for dinner and walking to where we need to be. I told him I was going to call 311."" - - -	11/18/2011	06:50	pm	Royal_Cab	9051			No	Sutter	Civic Center
1007392	11/18/11 7:37 PM	I called a cab thru an application on my phone, I waited for the cab and when he arrived he told me cash only, and when I told him that I did not have cash he drove off. He also wanted to know my destination before he would let me in the cab as well. - - - driver refused fare because cash was not at hand	11/18/2011	07:35	pm	Veterans_Cab	624		sedan 4 door	Yes	Post St & Grant St	n/a
1007436	11/19/11 12:12 AM	caller states that there is a monitor that his hurting his vision. caller wants monitor removed from cab. caller would like all monitors removed from all cabs. caller feels that the advertisments are being shoved on him. caller states he should have the option to turn the monitor off and because he doesn't it makes it bullshit. - - - na	11/19/2011	12:12	am	Luxor_Cab	971	51327	Sedan white red & Blue strip	Yes	haight & ashbury	7th ave & lincoln
1007529	11/19/11 10:21 AM	Taxi Driver whiteness an yellow cab driver refused a fare. Taxi driver at the grand hyatt and a woman walk up to the taxi for a fare. The driver told the lady no because the lady did not come from hotel and that there are picking up passenger from the hotel only - - -	11/19/2011	10:17	am	Yellow_Cab_Co_op	695				grand Hyatt	
1007557	11/19/11 11:08 AM	Taxi driver refused a fare because it was not going to the airport. Caller says will call every time this happens. - - - Veterans cab who pick up passenger in TAXI 901 witnessed incident	11/19/2011	11:05	am	Town_Taxi_Cab	1387		vetrans		Hilton	NA
1007562	11/19/11 11:15 AM	Taxi driver refused a fare because it was not going to the airport. Caller says will call every time this happens. - - - Veteran's cab who picked up passenger in TAXI 901 witnessed incident	11/19/2011	11:05	am	Luxor_Cab	88		luxor	No	hilton	na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1007576	11/19/11 11:36 AM	Rude Luxor driver at the Mariott yelled at intending passenger when they asked for a ride. - - - anonymous caller just wants the incident on file.	11/19/2011	11:34	am	Luxor_Cab	1140				Mariott	NA
1007634	11/19/11 1:32 PM	See below for compliant - - - Per caller, when taxi pulled up I had a cart full of groceries... driver just popped trunk... I asked the driver if he could help me and he told me "that is not part of my job" I am a senior, he just stood there and watched me. When I got to my address, he did get out of the cab... just watched me again... Never offered to help or even get out of the cab.	11/19/2011	12:30	pm	Yellow_Cab_Co_op	1007	999999	Yellow	Yes	350 Bay	Jones and Vallejo
1007798	11/19/11 6:58 PM	Customer states today at 12AM Nov. 19,2011 I arrived at the airport in SF and took a Yellow cab I didnt have any cash so I asked the person that was in charge of the taxi line if they accept credit cards and he said yes, all the cabs at the airport have to accept credit cards. so we took the cab and we paid the cab with a credit card, he said he couldnt accept credit cards because he had to pay 5% to the credit card company. I told him that we didnt have any cash, so after a long discussion he accepted us using the credit card and then he forced us to pay five dollars in cash for him to cover the extra expense that he has to give to the credit card company and then he was yelling at me in the cab saying that this five dollars was not even for him he would have to receive even more tip and he was talking on his mobile phone the whole trip and he was very impolite. - - - Customer says one of the front lights was broken on the vehicle	11/19/2011	12:00	am	Yellow_Cab_Co_op	0820	99999	Yellow	No	SFO	Vintage Court Hotel 650 Bush St.
1007824	11/19/11 8:14 PM	Patron states: "It was badge 1297 Yellow Cab I believe, he would not take a fare with 4 people, he refused the fare. He became a little verbal." - - -	11/19/2011	08:00	pm	Yellow_Cab_Co_op	9999	1297	Yellow Cab	No	Columbus and North Point Street	NA
1007824	11/19/11 8:14 PM	Patron states: "It was badge 1297 Yellow Cab I believe, he would not take a fare with 4 people, he refused the fare. He became a little verbal." - - -	11/19/2011	08:00	pm	Yellow_Cab_Co_op	9999	1297	Yellow Cab	No	Columbus and North Point Street	NA
1007856	11/19/11 11:27 PM	The caller states, "The driver did not stop for me; someone intercepted and he kept going." - - -	11/19/2011	11:27	pm	Royal_Cab	171		NA	No	Hyatt Regency - Embarcadero	



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1007869	11/20/11 2:50 AM	The caller states, "The driver stated he could not take us to that part of SF because it's too far from other fares." - - -	11/20/2011	02:25	am	Yellow_Cab_Co_op	513		Yellow	Yes	Howard & Hawthorne St	
1007955	11/20/11 11:02 AM	The driver tried to make me pay an extra \$10 to take me to my destination. Driver said my trip was too short of a ride so he wanted \$10 extra dollars. Then refused to take me because I would not pay an extra \$10. - - -	11/20/2011	10:40	am	DeSoto_Cab	377		DeSoto Cab	No	Marriot - on Columbus	tried to go to Pier 41
1007998	11/20/11 1:17 PM	Per caller...Got in... driver was fine, then told me he hoped I had cash.. when I told him I was going to use a credit card, he got nasty. Told me he was not set up for that. I told him it was the law and he had to take my card. He then pulled over and told me to "get out" I did as told, am now waiting in the rain for another cab. - - - See above for details.	11/20/2011	01:15	pm	Yellow_Cab_Co_op	300	9999	Yellow	No	Sutter and Jones.	
1008200	11/21/11 5:58 AM	The doorman of Hilton Hotel at Union Square give all the customers to the town cars - - - The Hilton doorman is refusing our services by making the customers within the Hilton Hotel using the town cars. This morning, there are plenty of check outs at the Hilton Hotel, but the door man accuse me of harrasing him, and he called security.	11/21/2011	04:00	am	Royal_Cab	1431	66086	n/a	No	333 Ofarrell	333 Ofarrell
1008503	11/21/11 11:57 AM	Refuse to provide a ride also pulled off on customer. - - - Patron stated " He wouldn't let us get into the cab once we told him were we were going. As I was standing against the vehicle I told him that it's was against the law for him to ask where we are going before we get into the cab. As I was stand right next to the cab he pulled'.	11/20/2011	02:25	am	Yellow_Cab_Co_op	391	9999	Yellow Cab	No	420 Mason	N/A
1008703	11/21/11 3:05 PM	Driver charging 5% credit card fee - - - Patron stated that, "I entered the cab at the Cal Train Station and I notice he had I sign posted in his cab to charge a 5% fee for credit card users. Since I was going to use a credit card, I called Yellow Cab to confirm this fee. I spoke with 3 different dispatchers and they all told me that this was illegal. (I spoke with a man. who transferred me to another man, who transferred me to his boss which was a woman). When I asked the driver about the fee he told me that he would take it up with the SFMTA. I told him to drop me off on Sacramento and Leavenworth where I could catch the 1/Sacramento. He dropped me off and the meter was around \$6.25 and I just gave him \$6 and got out of the cab. This is illegal and the driver was going to charge me anyway. Even after I confirmed that he could not do this."	11/21/2011	02:45	pm	Yellow_Cab_Co_op	574		Yellow cab - SUV	No	Cal Train Station 4th and King	Sacramento and Leavenworth

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1009085	11/22/11 9:20 AM	THE DRIVER DID NOT TAKE THE ROUTE I REQUESTED. WHEN I TOLD HIM WHERE I WAS GOING HE BECAME BELIGERENT AND WAS VERY RUDE. HE WAS JUST VERY RUDE AND TELLING ME THAT I DID NOT KNOW WHAT I WAS TALKING ABOUT. FIRST OF ALL YOU DO NOT REFUSE TO TAKE THE ROUTE THAT THE PASSENGER IS REQUESTING AND YOU DONT BE BELIGERENT AND CURSE THEM OUT IN YOUR NATIVE LANGUAGE. THIS IS JUST VERY RUDE. - - - THE DRIVER DID NOT TAKE THE ROUTE I REQUESTED. WHEN I TOLD HIM WHERE I WAS GOING HE BECAME BELIGERENT AND WAS VERY RUDE. HE WAS JUST VERY RUDE AND TELLING ME THAT I DID NOT KNOW WHAT I WAS TALKING ABOUT. FIRST OF ALL YOU DO NOT REFUSE TO TAKE THE ROUTE THAT THE PASSENGER IS REQUESTING AND YOU DONT BE BELIGERENT AND CURSE THEM OUT IN YOUR NATIVE LANGUAGE. THIS IS JUST VERY RUDE.	11/22/2011	09:20	am	Black_White_Ch ecker_Cab	1070	99999	black and white checker	Yes	TURK AND BRODER ICK	BUSH AND BATTE RY
1009085	11/22/11 9:20 AM	THE DRIVER DID NOT TAKE THE ROUTE I REQUESTED. WHEN I TOLD HIM WHERE I WAS GOING HE BECAME BELIGERENT AND WAS VERY RUDE. HE WAS JUST VERY RUDE AND TELLING ME THAT I DID NOT KNOW WHAT I WAS TALKING ABOUT. FIRST OF ALL YOU DO NOT REFUSE TO TAKE THE ROUTE THAT THE PASSENGER IS REQUESTING AND YOU DONT BE BELIGERENT AND CURSE THEM OUT IN YOUR NATIVE LANGUAGE. THIS IS JUST VERY RUDE. - - - THE DRIVER DID NOT TAKE THE ROUTE I REQUESTED. WHEN I TOLD HIM WHERE I WAS GOING HE BECAME BELIGERENT AND WAS VERY RUDE. HE WAS JUST VERY RUDE AND TELLING ME THAT I DID NOT KNOW WHAT I WAS TALKING ABOUT. FIRST OF ALL YOU DO NOT REFUSE TO TAKE THE ROUTE THAT THE PASSENGER IS REQUESTING AND YOU DONT BE BELIGERENT AND CURSE THEM OUT IN YOUR NATIVE LANGUAGE. THIS IS JUST VERY RUDE.	11/22/2011	09:20	am	Black_White_Ch ecker_Cab	1070	99999	black and white checker	Yes	TURK AND BRODER ICK	BUSH AND BATTE RY

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1009305	11/22/11 12:53 PM	Patron states: "I was at Drumm and Sansome in Downtown. There is a Hyatt hotel there. What cab drivers do is get a fare on the right hand #2 lane. They'll cut through 2 lanes of traffic to make a U turn or left turn on Drumm and Sansome. They do this all the time but this time he almost hit me and then when I honked he rolled down his window and gave me the finger. He was making an illegal U turn. I'd also love to complain about what goes on there in general too, I live right near there so I see all the time how dangerous it is, with all the illegal turns. - - - NA	11/22/2022	12:37	pm	Yellow_Cab_Co_op	9085	99999	Minivan	No	Sansome and Drumm	NA
1009483	11/22/11 5:27 PM	Patron states, the trip was 10-15mins long and the total was \$28.25. I told the taxi driver he could charge \$30 total so he would get a tip but what he had done was charged me \$30 tip and \$28.25 for a total of \$58.25. The \$30 tip was more than the charge itself. I did not take notice at that time that it happened but I noticed it when I looked at my bank statement. - - - MED #0109 AUTH#021395	11/18/2011	09:20	pm	Luxor_Cab		37323	Luxor Cab, Yellow, behind front passenger seat there was a monitor	No	Mission St and New Montgomery	Park Merced
1009503	11/22/11 5:55 PM	Patron states:"The driver was driving recklessly, cut me off and very close to causing an accident.""; - - -	11/22/2011	05:52	pm	National_Cab	417	9999	National		Masonic near Oak	NA
1009562	11/22/11 9:05 PM	he took the long way to our destination, made several wrong turns it seemed like it was deliberate, he shorted us by \$1.20 from our change because he knew i wasnt going to give him a tip - - -	11/22/2011	09:00	pm	Luxor_Cab	1227		doesnt remember	No	folsom & embarcadero	oak & buchannan
1009574	11/22/11 9:39 PM	I was walking accross the street on Howard & New Montgomery in the pedestrian walk. The car was coming down Howard towards Market Ststreet. The driver was speeding and not paying attention. He finally did stop right before he hit me. I was with my friend, we had the right of way. He had someone in the passenger seat just chatting with him. - - -	11/22/2011	07:30	pm		1027		White Prius	No	Howard & New Montgomery	
1009621	11/23/11 12:56 AM	Cab driver refused to transport customer - - - taxi patron stated that he called 333-3333 for yellow cab. The cab driver arrived in front of the bar "Mucky Duck" located at 1315 9th Ave, but as soon she found out that we were going six blocks, the driver refuse to transport a friend who was intoxicated. He and another friend, a bartender, were going to accompany the intoxicated friend home. They just needed their friend to be transported home safely.	11/23/2011	12:50	am	Yellow_Cab_Co_op	1216		Yellow cab	Yes	1315 9th Ave	1315 9th Ave

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1009949	11/23/11 1:49 PM	when i told him the address of where i was going, his comment was, that's not very far, not much money, and i aske dhim if his card machine was working, because sometimes they don't. he felt it wasn't enough money. he didn't think it was worth the while. he needs to take me where i need to go. i didn't create the law. he was complaining about the surcharge for using a credit card. that's not my problem. it's ridiculous. at the end he tells me, as i'm getting out of the cab, he says that his card machine didn't work. that doesn't make any difference to me; one way or another. it's not my problem. i'll write to city hall if i have to. this is going to stop. i offered to pay and he said the card machine didn't work. he gave me a free ride.i want a call back. i want this followed up on. - - - patron would like a call back.	11/23/2011	01:49	pm	Arrow_Cab	278	278	red and grv van types.	No	hyatt regency embarca dero	450 sutter
1010019	11/23/11 4:10 PM	Patron stated: "I politely asked him to roll up his window after we picked up my friend at the SF Endoscopy Center after she had surgery. He screamed in my face that he needed to have air. We responded that we needed to have air also, but if he would close the windows down about 3 inches. He had the windows open about 6 inches and this cold air was blowing on my friend who just had surgery. My friend complained several times that she was cold, but he had no compassion or empathy. All we needed was a ride home and he made it such a terrorizing experience, he was very belligerent. He took us through heavy traffic and such a long way. It was only \$15.00 to go to the Endoscopy Center, but it cost \$18.35 for the return trip. He went the longest way he could. I asked if he could go a shorter way and he asked if I wanted to drive. Someone ought to check if he drinks or is on drugs, he has a violent nature. He is such an angry person and should not be driving a cab. He leaves himself open to litigation. He's not going to do well for Luxor or the City if he treats people like that. I also asked if he had his license, because it was not displayed on the dashboard, and he told me to look for it and to call the City. The trip ID number is 36733."	11/23/2011	03:30	pm	Luxor_Cab	1109		Luxor Cab	Yes	Endosco py Center at Californi a and Laurel/L ocust	Mission St and 3rd St
1010929	11/26/11 12:52 PM	Pedestrian stated the driver was blocking the crosswalk to let a passenger off. - - - Driver on Kearny and parked across Vallejo crosswalk.	11/26/2011	12:45	pm	Yellow_Cab_Co _op	624		Yellow	No	1201 Kearny @ Vallejo	

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1011204	11/27/11 12:26 AM	<p>We picked up the cab at the airport and we told him we had two stops. When we got to the first location, I went and dropped off my bag. When I went in, my boyfriend was told he needs to get out of the cab because he can't wait, he's losing money, he has to go back to the airport.</p> <p>My boyfriend took our handbags out, the suitcase was still in the big taxi cab. The driver started getting in his face saying he has to pay him and my boyfriend said he will pay him. he went ahead and paid him. Then he said he was going to call the cops. Five minutes ago he checked and he's still outside.</p> <p>Also, the meter seemed to be running fast, it was a lot higher than normal to go from the airport to my place. - - - .</p>	11/27/2011	11:55	pm	Royal_Cab	9064			No	SFO	15th and Dolores
1011654	11/27/11 9:07 PM	<p>The patron states: I come into the city all the time. We got off the highway on 3rd and headed to the Four Seasons. There was a Police crusier on the street ahead with his lights on and my cab driver got really nervous and turned off, took a left past 4th ST several blocks and did a complete circle the other way, took me on a round a bout, about 6 blocks away. He insisted that this is the way he had to go. I suspect that this driver may be an illegal immigrant and that he was afraid of the Police. I am not looking for a refund but his driver seemed really shady. I then contacted Arrow Cab who stated that the cab was subleased and to call 311 to report. - - - See above.</p>	11/27/2011	09:00	pm	Arrow_Cab	271	99999	Prius,	No	SFO	Four Season s Hotel

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTEND
1011823	11/28/11 9:02 AM	Patron states I told the driver im going to Burlingame.The driver said I dont know where it is.I told him to take Hwy 101 South.The driver went to Hwy 101 North.I told the driver why did you go North when I told you to go South 101.The driver said he heard me say Broadway in San Francisco.I told him Broadway in the city of Burlingame.The driver got angry and statred yelling at me.The driver exited the freeway at Grand Ave.The driver got out and threw my suitcase out the cab and told me to get out of his cab.I told himI am not getting out the cab in the middle of nowhere.I am a woman you just dont kick someone out on the street with their luggage.I told him to take me back to the airport where he pick me up.The driver refused to move we are sitting here.I am not getting out of the cab I dont know what to do.The driver refused to give me his name,badge number.He is now on the line talking with someone we are headed to the 76 gas station on Grand Ave.I see the police there oh good.The patron is now speaking with the officer and 311 operator released the call - - -	11/28/2011	08:45	am	Yellow_Cab_Co_op	2507	9038	yellow	No	SFO	City of Burlingame
1012527	11/28/11 7:54 PM	driver was smoking in the cab - - - did not get into cab	11/28/2011	07:51	pm	Luxor_Cab	136			No	n/a	n/a
1013459	11/30/11 12:32 AM	Customer called and reported that "the driver of the taxi would not accept a credit card payment and was very rude to the customer in the cab";. Customer stated that "driver said that the customer wronged him during this issue";. - - - Customer called to file the complaint.	11/30/2011	12:24	am	Regents_Cab	2025	9999	Blue and Yellow	No	Valencia & 19TH Street	Duboce & Sanchez
1013549	11/30/11 10:13 AM	Customer stated "Reckless driver he drove on the wrong side of the road. We were weaving in and out of traffic. He didn't yield to pedestrian. He almost got hit by two different cars because he was in the fear lane and he went straight. Also he took some crazy route, normally this trip cost me \$12.00 but he went a long route and this trip cost me \$14.50 today". - - -	11/30/2011	10:13	am		764		Blue with advertisement, Hybrud ford escape	No	Californi a & Battery	Green & Lion
1013783	11/30/11 12:42 PM	ADA patron states, "At approximately 11:50am, I made a call to Yellow cab. So everythign is fine, I gave them my address and I'm outside, then I got a call back saying cab 303 should arrive in about 15mins. I then see that cab, it had a wheel chair ramp, I thought great, I'm lucky. He sees me, we made eye contact, I yelled out to him, as he was pulling to the corner and then he took off. Once he saw me in a wheelchair he took off. I called Yellow Cab back, and a regular tax came to pick me up and that driver was nice enough to fold up my wheelchair."" - - -	11/30/2011	11:50	am	Yellow_Cab_Co_op	303		YELLOW, YELLOW CAB	Yes	2000 Mission St	1723 Quesada

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1014099	11/30/11 7:01 PM	would not take a credit card - - - Driver claimed he could not take our credit card as his machine was broken and he then so refused to take our fare.	11/30/2011	07:00	pm	Arrow_Cab	1151		prius-red	No	Sansome	Sacramento
1014214	12/1/11 4:00 AM	driving fast - - - patron was crossing the street(in the cross walk)cab was driving at least 40 miles a hour - he had to swerved to go around me to get away. I had to run to keep up with him to get the cab number.	12/01/2011	03:20	am	Arrow_Cab	1037	9999	Arrow cab company	No	powell & geary	
1014279	12/1/11 7:34 AM	CUSTOMER STATES THAT SHE GOT INTO THE CAB AND THE DRIVER DID NOT WANT TO MAKE A U-TURN TOWARDS THE DIRECTION IN WHERE YOU ARE GOING. HE FINALLY DID TURN AROUND. THEN THE WINDOWS IN THE FRONT OF THE CAB WERE DOWN AND I ASKED HIM IF HE COULD CLOSE THE WINDOWS BECAUSE I AM ANEMIC AND HE TOLD ME NO BECAUSE HE DONT LIKE THE SMELL OF MY FOOD. I TOLD HIM THAT I AM A PAYING CUSTOMER AND HE SHOULD TRY TO MAKE ME COMFORTABLE AND HE TOLD ME IF YOU DONT LIKE IT THEN GET OUT OF MY CAB. - - - CUSTOMER STATES THAT SHE GOT INTO THE CAB AND THE DRIVER DID NOT WANT TO MAKE A U-TURN TOWARDS THE DIRECTION IN WHERE YOU ARE GOING. HE FINALLY DID TURN AROUND. THEN THE WINDOWS IN THE FRONT OF THE CAB WERE DOWN AND I ASKED HIM IF HE COULD CLOSE THE WINDOWS BECAUSE I AM ANEMIC AND HE TOLD ME NO BECAUSE HE DONT LIKE THE SMELL OF MY FOOD. I TOLD HIM THAT I AM A PAYING CUSTOMER AND HE SHOULD TRY TO MAKE ME COMFORTABLE AND HE TOLD ME IF YOU DONT LIKE IT THEN GET OUT OF MY CAB.	12/01/2011	07:30	am	Royal_Cab	2319	999999	ROYAL CAB	No	16TH AND MISSION	17TH AND BELVEDERE
1014441	12/1/11 9:52 AM	I HAVE A SERVICE DOG AND THE DRIVER WOULD NOT TAKE ME BECAUSE HE WANTED THE DOG TO BE IN A CAGE. I HAVE ALL THE PROOF THAT THE DOG IS A SERVICE ANIMAL AND HE STILL WOULD NOT TAKE ME. AN EMPLOYEE FROM SFO TRIED TO TELL HIM THAT HE SHOULD TAKE ME AND HE STILL REFUSED. THIS WAS A \$38.00 FARE AND I PAID \$49.00 FOR THE SERVICE TO THE OTHER DRIVER. - - - I HAVE A SERVICE DOG AND THE DRIVER WOULD NOT TAKE ME BECAUSE HE WANTED THE DOG TO BE IN A CAGE. I HAVE ALL THE PROOF THAT THE DOG IS A SERVICE ANIMAL AND HE STILL WOULD NOT TAKE ME. AN EMPLOYEE FROM SFO TRIED TO TELL HIM THAT HE SHOULD TAKE ME AND HE STILL REFUSED. THIS WAS A \$38.00 FARE AND I PAID \$49.00 FOR THE SERVICE TO THE OTHER DRIVER.	12/01/2011	09:32	am	Yellow_Cab_Co_op	66	9999	YELLOW CAB	No	SFO	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1014443	12/1/11 9:54 AM	Driver refused to pick up customer ifo hotel, but picked up another passenger. - - - Fare refusal.	12/01/2011	08:20	am	Arrow_Cab	9018		Arrow	No	Geary and Tavlor	
1014478	12/1/11 10:33 AM	I HAVE BEEN A REGULAR FOR ABOUT 15 YEARS. I GO TO WORK FROM NOB HILL TO DOWNTOWN. SOMETIMES I GET A DISPATCHER AND THEY ASK WHERE THEY ARE GOING. BUT I ALWAYS RESPOND WITH I WILL TELL THE DRIVER THAT. I CALLED THIS GUY JIM AND WHEN I TOLD HIM THAT I WILL TELL THE DRIVER WHEN HE GETS HERE. THE DISPATCHER JIM SAID YOU WILL WHAT AND I TOLD HIM THAT I WILL TELL THE DRIVER WHEN HE GETS HERE AND HE THEN TELLS ME NOT IF YOU WANT TO GET A TAXI AND THEN HE HANGS UP ON ME. THIS DISPATCHER HAS DONE THIS IN THE PAST. I WANT TO KEEP RIDING WITH DESOTO, BUT I WOULD LIKE FOR THIS SITUATION TO BE FIX. - - - I HAVE BEEN A REGULAR FOR ABOUT 15 YEARS. I GO TO WORK FROM NOB HILL TO DOWNTOWN. SOMETIMES I GET A DISPATCHER AND THEY ASK WHERE THEY ARE GOING. BUT I ALWAYS RESPOND WITH I WILL TELL THE DRIVER THAT. I CALLED THIS GUY JIM AND WHEN I TOLD HIM THAT I WILL TELL THE DRIVER WHEN HE GETS HERE. THE DISPATCHER JIM SAID YOU WILL WHAT AND I TOLD HIM THAT I WILL TELL THE DRIVER WHEN HE GETS HERE AND HE THEN TELLS ME NOT IF YOU WANT TO GET A TAXI AND THEN HE HANGS UP ON ME. THIS DISPATCHER HAS DONE THIS IN THE PAST. I WANT TO KEEP RIDING WITH DESOTO, BUT I WOULD LIKE FOR THIS SITUATION TO BE FIX.	12/01/2011	06:37	am	DeSoto_Cab	9999	99999	DESOTO CAB	Yes	1270 JACKSON STREET	N/A



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1014665	12/1/11 1:28 PM	patron states: i called yellow cab at 1:45pm and asked for a cab at 2:30pm and i gave them 45 minutes lead time for a cab at city college, ocean campus. i was there at 2:30pm waiting for a cab i had a very busy day yesterday. at 2:48pm i made the first call asking where my cab was at, they were 18 minutes late. they said they couldn't find me a cab and i asked why, they had 2 hours to get me a cab there. i called back at 309pm and 313pm at 322pm and 333pm and they said they were still not able to get me a cab. so i asked them that was an hour ago and i had been waiting a hour and this went on til 4pm. the cab never arrived so i called veterans cab at 3:45pm and at 4pm approx the veterans cab arrived just 15 minutes after i made the first call. all my day today has been messed up because i lost 2 hours so i missed today because i had to get to fort mason because the deadline is today. the manager hanged up on me 2-3 times. i would ask for his name and he would hang up. it was a horrible experience with yellow cab. - - - PLEASE CALL THE CUSTOMER REGARDING THIS ISSUE. CUSTOMER WOULD LIKE A CALLBACK.	11/30/2011	02:30	am	Yellow_Cab_Co_op				Yes	CITY COLLEGE OCEAN CAMPUS	
1014732	12/1/11 2:40 PM	Patron states the cab pulled up to my apartment.The driver scanned my Paratransit card and said it wasnt working.The driver scanned the card on the Paratransit machine which worked.The card was charged on both machines therefore I was overcharged.I was charged \$3.50 on one machine and the other machine charged me \$9.30 The driver was a pretty slick guy trying to pull a scam while talking to me.There is no reason for the machine not to work.I took the cab yesterday and the card was working properly.I had this driver before and believed he cheated me before.I would like a refund of \$3.50. The driver kept swiping the card I know that.These drivers need to be checked on the way they drive around people.The driver are pulling different scams and overcharging the elderly or everybody. - - -	12/01/2011	01:40	pm	Royal_Cab	1097	54513	Royal	Yes	3850 24th st	Appleton St
1014904	12/1/11 6:37 PM	Customer states that "I flagged him and he was 5 ft away from me, windows down, looked at me up and down and then looked away like pretending he didn't see somebody. His light was on and he went half a block away to Westin to pick up somebody else. Because it was traffic I was walking on the sidewalk. He was just right next to me while I was walking". - - -	12/01/2011	06:37	pm	Yellow_Cab_Co_op	700		SUV, yellow cab, yellow in color	No	3rd and Mission	Geary between Larkin and Hyde

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1014936	12/1/11 7:53 PM	Customer states that "I got into the cab and gave him my address which is 400 Corbett, the meter was on, the ride has been accepted. The first thing he asked me is "do you have cash?". I said "why? Am I gonna get a cash discount?" He said "no" and I said "I do, but I might pay with my credit card." He stopped the car and said, "get out, take a different cab". I asked him if he was serious and he said "yes". At this point, we exchange some "not so nice words" and I got out. I went back to the Hyatt Hotel to flag another cab, at the curb side, at this point, he had circled the block, come back and pick up a new ride and he saw me and he avoided me and kept driving";. - - - Customer is requesting a response letter regarding this complaint.	12/01/2011	07:25	pm	Veterans_Cab	311		Veterans cab, new sedan, color of the vehicle is red and green	No	Hyatt Hotel on Clay St	Battery at Sacram ento
1015008	12/2/11 2:22 AM	Caller states I was upset because the driver kept talking to his mom the hold trip and he wouldn't let me out. He said he was going to take me to the police station and I asked what are you going to do tell them you were talking to your mom. The driver just wouldn't let me out of the cab and kept asking me for the money and he drove me several blocks from my home. He finally let me out after I threaten to call the police. The driver was very rude he refused to give the cab number after I asked five or six times. He had no id in the front or anywhere in the cab. Then I called the cab company twice and they pretended like they couldn't hear me. It was a \$10 ride and I didn't pay him (nor did he ask) because was so mad. - - - Caller would like to be contacted by phone regarding this issue.	12/02/2011	01:45	am	American_Cab	1045	9999	sedan similar to a crown victoria.	No	fillmore & haight	sacram ento & washin gton

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1015611	12/2/11 2:48 PM	Patron stated, "We waited awhile for the airport. The guy at the taxi zone called for a taxi. The taxi van came and it was from Bay Cab. The female driver told the guy that she didn't have space for us. The guy said yes you have enough space. So she said fine. She opened the door and also the trunk of the van. She had a hand gesture like there you go, go ahead and try to fit your luggages in there. She didn't offer to help put the luggages, she just sat there. So my husband load the luggages himself and they fit. Then we got in the van and we had enough room to sit comfortably. I'm complaining about the driver's attitude and her lack of customer service. Before we took off, a taxi service Supervisor came on the van and asked the driver to get off to have a word with her. The door was closed, but I can still here what they were saying. The Supervisor basically asked her why she didn't help load the luggages? She responded very silently so I couldn't here what her response was. She did refuse to take us, but the Supervisor made her take us anyway. When we were on the freeway, I can see that she was crying. When we got to Pacifica, the total charge was \$46.40 and another extra \$2.00. So the total was \$48.40. She then explained to us about the 15 miles policy. She said we have traveled 15.10 miles. She said anything 15 miles or over is 1.5 charge. So she added \$24 more dollars and we end up paying her a total of \$72.00 for a 25 minutes ride. I asked her for a receipt and the receipt shows \$48.40 and she also hand written \$72.00 on the back of	12/02/2011	10:05	am	Bay_Cab	585		Taxi van, white, blue, and red color	No	SFO	Pacific , CA
1015752	12/2/11 6:21 PM	Friend of patron stated "The passenger was picked up at Filbert & Laguna going to Pacific & Montgomery. Taxi driver got lost couldnt find Pacific & Montgomery. The taxi driver dropped passenger off at Embaracadero 2. The passenger paid \$17 fare plus \$3 tip. This ride should of cost \$9 on the meter. Taxi number 553 Yellow cab. " - - -	12/01/2011	09:00	pm	Yellow_Cab_Co _op	553		Yellow cab	Yes	Filbert & laguna	Pacific & Montgo mery
1016028	12/3/11 11:50 AM	Luxor cab Co is putting a giant screen right in front of passenger seat. Caller says that the screen totally block passenger view. Caller not sure if it legal, caller says they height that they cant look forward. Caller says that they pulled a sweater over the screen to cover it.  Caller says that when they put a sweatshirt over the screen the driver said to the passenger everybody does that. Driver then told passenger that a driver got fired for tampering with that screen; but most people find a way to cover the screen and apologized. - - - Caller feels the tv screen Obnoxious even after the taxi driver dimmed it, and it was loud	11/29/2011	09:00	pm	Luxor_Cab			Luxor	No	SFO	to the city

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTEST ART	TXTEXT ND
1016222	12/3/11 4:35 PM	Caller was a passenger with De Haro and stated that the yellow cab was driving in front of her taxi and was all over the lanes driving reckless, her driver hunk the horn, the yellow cab driver became upset , and moved to the side of her taxi ( de haro)and started cutting them off and yelling at her driver, trying to run him off the road, she called yellow cab to complaint but the dispatcher just told her " oh well "and hung up the phone. - - - n/a	12/03/2011	04:25	pm	Yellow_Cab_Co_op	321		yello cab	No	n/a	n/a
1016481	12/4/11 11:31 AM	PEDESTRIAN SAYD, &quot;NOT CERTAIN ABOUT CAB NUMBER.I WAS WALKING MY DOG. I WAS 2/3RD OF THE WAY ACROSS THE STREET. THIS TAXI SWERVED TO AVOID A PEDESTRIAN IN THE FAR CROSSWALK, CAME THROUGH THE CROSSWALK, THROUGH THE INTERSECTION, AND HALF WAY THROUGH THE CROSSWALK I WAS IN, AND HE ENDED UP AGAINST MY SHIN. HE DIDN'T HIT ME, I SAID WHAT ARE YOU DOING. HE SAID, &quot;YOU SHOULDN'T GO IN A CROSSWALK IF THERE ARE CARS COMING DOWN THE STREET.&quot; - - - N/A	12/04/2011	10:10	am				BLACK CAB. COULD HAVE BEEN A PRIUS. GREENISH STRIPE ON FENDER.	No	COLUMBUS	FRANCISCO
1016491	12/4/11 11:56 AM	see below - - - Patron states: They were at Market and Noe and flagged a yellow cab to go to inner sunset. He couldn't go that way because he needs to get his cab back within half hour.	12/04/2011	02:00	am	Yellow_Cab_Co_op	603	000	Yellow Cab	No	NA	NA
1016708	12/4/11 11:14 PM	Motorists states that the incident happened at 16th and Potrero. I was driving south on Potrero turning right onto 16th St. I was at the rright hand turning lane, approaching the intersection and the cab was to the left of me, travelling to the same direction and he cut in front of me to pick up a fare in the intersection. I slammed my breaks and I almost hit the cab. The taxi driver gave me a look which mean "who cares?". - - -	12/04/2011	11:05	pm	Alliance_Cab	9093		Mini Van, Alliance Cab, red green and white in color	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1016720	12/5/11 5:55 AM	patron stated, I walked out of the grand Hyatt hotel to catch a cab to the Moscone center,I walked up to the cab that was next in cue,the driver asked me where was I going, when I told him to the Moscone center he stated he had an appointment and refused to take me,I then went to the cab behind him and asked that driver to take me,this driver refused because he said he could get in trouble for stealing another drivers fare,so the cab driver told the driver who had refused me to take me to my destination,the two drivers kept going back and fourth,then the driver in the second cab said he would go ahead and take me but he hopes he doesn't get in trouble about this,so I thought I'd better call to let someone know what happened. - - - a cab driver refused to pick me up when he found out it was a short fare.	12/05/2011	05:50	am	Royal_Cab	9057	000000	van	No	grand Hyatt hotel	did not ride with him
1016859	12/5/11 9:47 AM	Caller states, "I take Desoto taxi every day for over 15 years generally from downtown and sometimes to the airport and most of the time the service is fine. There is one order taker that will not take my request unless I give him my destination. I don't want give my destination because drivers repeatedly tell me this gets parceled into a kickback scheme whereby airport fares are dilled out to drivers willing to pay extra to the people handling the orders. The order taker name is Jim, and this first happened on December 1st 6:37AM. The same thing happened again today, 12/5/11 at 6:37AM. The order taker hung up on me.I thinks this should be investigated." - - -	12/05/2011	06:37	am	DeSoto_Cab	9999		NA	Yes	Nob Hill	Downt own
1017224	12/5/11 2:47 PM	caller states for 45mins he was talking to us with one hand on the wheel and jestering for emphasis with the other hand 95% of the time, and 50% of the time his eyes were in the rear view mirror in an attempt to make eye contact with my husband, had there been any unexpected event it would have been impossible for him to respond with only one hand on the wheel and limited concentration, he also subjugated us to a 45min tyraid about his home country, im mainly concerned with his unsafe driving and inability to respond - - -	12/05/2011	01:45	pm	Town_Taxi_Cab	1006		cream older sedan, 4dr	No	sfo airport	stanford universi ty

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1017295	12/5/11 3:50 PM	Patron was drunk and when he woke up he checked his online banking and his debit card was charged \$116.15 by "NYC taxi 434 LONG ISLAND CNY". Patron then stated he checked his credit card statement online and he was charged \$27.80 by "NYC TAXI 434." Patron checked email and he recieved a message from the bank that his debit card was used online/mail/phone for the \$116.15 charge, and when he contacted his bank they advised him there was nothing they could do until the payment cleared his account. - - -	12/05/2011	12:00	am				UNKNOWN	No	Castro & 18th St (Market St)	City College
1017766	12/6/11 11:16 AM	Patron states the driver refused to take her to her destination which was 850 Bryant St.The driver would only accept fares going to SFO Airport.I dont think that right that the driver would not take me to the address I gave him.I would like to report him for not doing his job. - - -	12/06/2011	11:10	am	Yellow_Cab_Co_op	5		yellow	No	Hilton Hotel O'Farrell St and Taylor	850 Bryant
1018931	12/7/11 6:10 PM	Passenger states that "the driver demanded that I pay him. I said SF Para transit is paying the fare. He became more agitated and insisted that I have to pay him. I suggested that he call his dispatcher and verify the accuracy of what I said. He did still acting angry, and then he demanded \$2 from me. I said, "Why ever would I give you money?" Up to that point, he never assisted with my packages; I was puzzled that his dispatcher would've told him that it was a SF Para transit fare. He started swearing at me, using the F word. He tried to blocked my entrance into the building using his cab. He moved the cab about 3 times maneuvering to block off my access to the building. Then, he tried to turn the cab directly toward me. At that point, I ran around behind the cab and he started to reverse it and I then was able to get inside the building, shaken, When I got up to the Physical Therapy office, I called the non-emergency police #, 553-0123 and they took some information but I was told to give the information in person, to a police officer, to file a police report. I have not yet made an appointment to do so. I do not think that anyone should use his cab as a weapon towards a passenger, should be allowed to drive in San Francisco or anywhere else". - - - SF Paratransit dispatched this cab on her behalf. Passenger was not able to provide the name of the driver and badge number	12/07/2011	12:10	pm	DeSoto_Cab	1280		sedan, DeSoto cab	Yes	500 Stanyan	1 Daniell e Burnham Ct
1019414	12/8/11 2:00 PM	Fare Refusal - - - patron states "the taxi was stopped at mandian orentiel, I nesneded the driver driver refused the fare, and I think he refused was becouse the pasenger african american";	12/08/2011	01:58	pm		419	419	white and pink/blue		n,a	n,a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1019650	12/8/11 6:07 PM	wreckless driving - - - This driver was driving very erratic, flashing his lights, laying on the horn, driving in and out of cars and lanes and then drove down the wrong side of the street for about a block or so then darted back into the traffic. He was passing like 4 or 5 cars just tring to get around them and it was rush hour traffic so it was totally rediculas.	12/08/2011	05:50	pm	Green_Cab	1333		prius-green and white	No	17th between  Guerrero and sanchez heading west	
1019846	12/9/11 9:08 AM	Customer flagged down the cab and told the driver she was going to work. Driver did not follow instructions to where she wanted to go. Driver went his own way. Fare is usually \$7, but the way the driver was going it would have been \$15. The driver than started using profanity inside the cab and continued outside the cab after she requested the driver to pull over and got out. He also said, 'I will remember you, you stupid f-----g b--ch. Customer reported this to Yellow cab dispatcher and to the manager and she was redirected to 311 to be put in her complaint. Customer told the driver she would not pay him but pay the company. When she spoke to the manager and offered to pay the fare, he hung up on her after referring her to 311. - - - The fare was not paid. If after reviewing this, if Taxi Commission wants the customer to pay, she is happy to pay the bill.  Customer is not sure of the spelling of last name. Also, the badge was partially covered. Badge #5012 or #5013.	12/09/2011	09:05	am	Yellow_Cab_Co _op		5012	Yellow	No	Clay and Leavenw orth	Pacific and Kearny

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1020187	12/9/11 3:54 PM	When customer got in cab the meter was already at \$4.50 and the customer asked driver to reset the meter. He became irate and pulled over 10 feet down the street. He said "Get the fuck out of my cab" and called her many obscenities. She opened the door and before she could get out he took off and started driving crazy stating "I'm going to take you everywhere you don't want to go." He continued shouting obscenities. He got out of the taxi cab and customer told him she wasn't getting out until he got back in because she did not want him to hurt her. Customer became very scared and started to call the police but because she was out of the cab and the driver was in the cab they said they would not send a patrol out.She then called Luxor and to complain but she was very histarical and the supervisor hung up on her. After she composed herself she called Luxor again and spoke with a manager. The manager kept making her repeat what obscenities the taxi driver called her as if it were a joke. Then the manager hung up on her. She wants a response to this complaint as this made her very scared. - - -	12/09/2011	01:00	pm	Luxor_Cab	1109		SUV	No	8th Folsom,	NA
1020251	12/9/11 5:02 PM	Customer states he was charged twice on his credit card for the same fare - - - The driver tried to use the card he seems to not work. Then the driver called the bank and authorized the amount once more and I was charged twice.	12/04/2011	02:28	pm	Yellow_Cab_Co_op	0435		Yellow		SFO	Embassy Suites, Milpitas, California
1020270	12/9/11 5:36 PM	Patron states, "I got into a taxi this afternoon with a driver that appeared agitated, he appeared to be on meth or speed, but I don't have any evidence other than his behavior. He was driving erratically and he also shouted at me, saying he could not accept credit cards. He did this while moving at a high speed. When I asked for his badge number because it was not displayed, he refused to show it to me." - - -	12/09/2011	05:20	pm	Bay_Cab	1376		Bay Cab, White	No	Drumm and Market	Telegraph Hill at Union and Montgomery



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1020314	12/9/11 7:18 PM	Motorist states: I was going south on Drumm near the corner of California there was a fire truck that was trying to turn so I pulled over to let the fire truck go by. When the fire truck went by I attempted to get back on the road and this cab was right behind the fire truck, and sped up following the fire truck, trying to pass all the other cars that had pulled over. He almost hit me as I was merging back into the lane. When I approached the driver and told him that he almost hit me and could have put me in danger the driver called out numerous explicitives and flipped me off a few times (2-3 times each). - - - Motorist states this was an Arrow Checker Cab.	12/09/2011	07:10	pm	Arrow_Cab	279		Red, white and green			
1020355	12/10/11 12:22 AM	When I asked him if he took Credit card he said "Cash is good" and I had to ask him 4 times if he took credit card. Finally I told him I can give you a tip if you let me pay with credit card. - - -	12/10/2011	12:22	am		1278		Red and Yellow	No	Polk and Jackson	Parker and californ ia
1020367	12/10/11 3:52 AM	Caller states I hailed the cab and he stopped to give service and when i told him my destination he tried to drive off and i told him it was illegal to refuse a fare and he then tried to mace me. - - - na	12/10/2011	03:21	am	Black_White_Ch ecker_Cab	1250	9999	Sedan Red & white in color	No	Broadwa y & Columbu s	na
1020696	12/10/11 2:13 PM	video device - - - patron state "i am assaulted by the video devices, it was it blocked my view because of the placement I was more or less forced to look at it and I didn'twant to, I wanted to see where I was going and device was preventing me to see"	12/08/2011	05:30	pm	Luxor_Cab	9999	9999	luxar		n.a	n.a
1020873	12/11/11 12:01 AM	caller states we called the cab because we had a baby in our hands. we had a small stoller and we wanted to put it in the trunk and the driver refused even though we were in the cab. we were sitting inside the car driver saw that we were french and said he hated foreigners and kids and we should go back to where we came from. the driver refused the fare. - - - na	12/10/2011	11:50	pm	Yellow_Cab_Co _op	338	9999	sedan yellow	No	bay & hyde	na
1020881	12/11/11 2:01 AM	fare refusal - - - PATRON STATED - WHEN I TOLD THE CAB WHERE i WAS GOING - TREASURE ISLAND, HE SAID HE WaS done for the evening, then went 2 feet and pick up another fare.	12/11/2011	01:55	am	Yellow_Cab_Co _op	187	99999	YELLOW CAB	Yes	335 POWELL	N/A
1020881	12/11/11 2:01 AM	fare refusal - - - PATRON STATED - WHEN I TOLD THE CAB WHERE i WAS GOING - TREASURE ISLAND, HE SAID HE WaS done for the evening, then went 2 feet and pick up another fare.	12/11/2011	01:55	am	Yellow_Cab_Co _op	187	99999	YELLOW CAB	Yes	335 POWELL	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1021283	12/11/11 6:01 PM	Motorists states that "the driver was driving recklessly; the driver was literally driving like he/she was in a race." - - - Motorists states that it happened at 101 heading South, in San Bruno	12/11/2011	05:57	pm	Luxor_Cab	9063		Handicapped Van, Luxor Cab, white and blue color	No	NA	NA
1021421	12/12/11 8:10 AM	Customer complaining about American Taxi Cab Company cabs parking on sidewalks and parking cars on sidewalk, cab drivers are standing in willow Street which doesn't allow vehicles to drive freely through willow Street and cabs are taking all parking spaces on willow from Saturday night at 6 PM until Sunday morning at nine AM. - - - Please see Complaint Details.	12/12/2011	08:10	am	American_Cab	9999	999999	n/a	No	n/a	n/a
1021800	12/12/11 1:52 PM	Patron stated "Distracted when driving hands free. - - - When acknowledged the way he was driving he had a very bad attitude and told me I can get out. "	12/12/2011	01:50	pm	Yellow_Cab_Co_op	2720		Yellow Cab	No	Hyatt Regency	Gough & Chestnut
1021929	12/12/11 4:23 PM	Patron stated: "I picked up the cab in the cab queue at SFO. I told him where I was going, to the Richmond District at 34th Ave. He said that he knew where that was, that he lives on 39th Ave & Geary. I was reading my Kindle so I was not paying attention. He took me all the way downtown, taking 280 N towards the bridge, and exiting at Octavia. When I looked up we were exiting at Octavia and I asked him why he took me the long way, he could have taken 380 to 280 to 19th Ave to the Richmond district. He said 'No, I think this is faster because 19th Ave is busy.' I told him no, and I told him the other alternatives and that I drive I've taken other cabs from the Airport and they have never done this. At the beginning I also asked him if he took credit cards, and he responded that cash is better. I believe that he took the long route so that he could charge me more, it cost me \$60.00. I have never paid that amount before from SFO to my address. I told him that I was going to file a complaint and that I was not going to leave a tip. He did not display any placard or id on the dashboard. - - -	12/12/2011	04:08	pm	Bay_Cab	1147		Bay Cab	No	SFO	34th Ave & Geary
1022064	12/12/11 6:41 PM	see below for complaint details. Under comments - - - per caller, "got in the cab, driver was annoyed with traffic, he then started speeding and driving very badly... got out his cell phone and from what I saw, he was playing a game on the phone... unsafe driving, going very fast. I ended up getting out of the cab and throwing up. I called Arrow cab and was informed to call SF311"	12/12/2011	06:30	pm	Arrow_Cab	882	9999	Arrow cab	No	Embarcadero Bart	2528 Lake Street

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1022272	12/13/11 9:28 AM	Unsafe driving, at high speeds. - - - Patron states that the driver of the Taxi was speeding up to 90 miles per hour, The total distance traveled is 13.5 mile and it took 14 minutes to get there. That would include the airport traffic and the dwntown SF traffic. Patron just wanted to have it noted that this was unsafe driving.	12/12/2011	11:29	pm	Royal_Cab	0941	648	4 door sedan yellow mainly, possibly a Toyota Camry	No	SFO	Downt own Marriot
1022309	12/13/11 10:06 AM	The patron stated, "my request was to go to Bay & Larkin. When we arrived, I gave him my Visa bank card and his credit card machine failed. It said, "timed out" or something like that on the screen. I don't think that he had reception on the screen. He said, "can we try another card", so I gave him my Chase mileage plus card. That didn't work either. I explained that "I'm sorry, I don't have cash, I only have 4 dollars and the fare was \$9. Then he said, isn't there an ATM nearby and I said yes. Then I directed him to an ATM on Beach St, 2 blocks away to get my money. He had turned off his machine. When I got back in, it was still \$9, he didn't change the fare. It was nice of me because he never said the fare would be cash only. Then I gave him the \$20 that I retrieved from the ATM and asked him to give me back \$10. At that point, he got really angry and rude and told me to take my \$11 back. Then I said, "maybe you think that I wasn't going to tip you, but remember, I started with 4 ones. I was going to give him some of the ones along with my change. I quickly told him that. He said no, forget it, just take your money. Then he said, get out, you wasted my time. I said, hey that's not fair, you should bring us to our destination. It wasn't my fault that your credit card machine wasn't working and you never said cash fare only. Then due to my insisting, he turned right on Hyde and pulled over on the corner of Hyde & Bay. We were still 1 block from my address. Then I said, please just take us	12/09/2011	10:45	pm	Yellow_Cab_Co_op	246		Yellow Cab	No	Union Square	Bay & Larkin
1022749	12/13/11 6:40 PM	I was walking to get on the bus and the taxi driver backed up onto the sidewalk and hit my leg. - - - License plate 8268442	12/13/2011	06:38	pm	Luxor_Cab				No		
1022816	12/13/11 11:27 PM	I got in the cab and the driver asked me if I was eating or drinking, I told him I was eating. He then told me no eating or drinking in the cab. I asked him why no eating and then he told me no eating or drinking, pay me now and then he threw my things out, and my cell phone and my phone broke, the screen is broken/cracked. When he passed by me again he was taunting me and asking me if I had called the police. The driver said, "If you're going to call the police, I'm going to call them first." - - - Cab # 1907 or 1903	12/13/2011	11:08	pm	Yellow_Cab_Co_op			n/a	No	Mission and 23rd	Valencia and 25th

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1023350	12/14/11 3:10 PM	Slammed on his brakes on the freeway. - - - Patron states "I was in lane #2 and the driver of the cab is in lane #1. I wanted to get in the right hand lane, he was a little behind me so I put on my signal and proceeded to switch lanes. As I was getting over the taxi driver sped up and almost hit me from the right side, to avoid being hit I went back into the lane I was coming from behind, but there was a car that that was coming 25mph right behind me driving along the shoulder. I was turning my wheel and stopped because I saw him (driver of an Audi) coming from behind me, he missed hitting me by centimeters. I managed to get over, back into the #2 lane, traffic in the right hand lane #1 was going faster than the lane I was traveling in, so the driver of the taxi was right in front of me, he started to flip me off and then I started honking at him, and then he slammed on his brakes and didn't move his car for about a minute. Other cars behind me started honking at me. Traveling on 280 north exiting 6th street.	12/14/2011	12:05	pm	Crown_Cab	764		Ford Escape SUV	No		
1023396	12/14/11 3:43 PM	Patron stated that the taxi pulled over and pull down the window and asked the caller where he was going, and when the caller told the driver where he was going, the driver told him , " No I am not going to do that" caller was going to Hayes valley . - - - n/a	12/14/2011	03:40	pm	Yellow_Cab_Co_op	583	00000	yellow cab	No	2nd st and mission	n/a
1023606	12/14/11 11:33 PM	Caller stated that she got in the tax and gave him her address, and he was listening to a talk radio show and the show was very derogatory , and she asked him to turned down and he turned down and when was going up on Jackson st, he was honking the horn, and stepping on the gas and when he got to van ness he passed pacific, and he was already on Broadway and when she asked him where he was going the driver responded that he was taking her to her house and at this time he was yelling at her, and she just requested to get off the taxi at Broadway and she walked home, she believes that a taxi driver should not be yelling at the passengers. - - - n/a	12/14/2011	11:30	pm	Royal_Cab	1016	9999	n/a	No	5th st and maket	van ness and broadway.
1023741	12/15/11 9:57 AM	The caller stated, "I got in a town taxi 1187 and I told him right away it was going to be plastic and he refused to take it. I'm at 24th and Mission and there are no cabs around here and am already going to be late. I told him that legally he had to take the card and he just said 'no, no' he tried to tell me it was broken." - - -	12/15/2011	09:50	am	Town_Taxi_Cab	1187			No	24th and Mission	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1023831	12/15/11 11:31 AM	Taxi cab driver became upset when the customer gave him a credit card while the taxi was stopped at a red light. The taxi driver said it was dangerous and became very rude. She thinks the driver was upset because it was a very short distance the customer had to go and she was paying with a credit card. The driver did tell her that she only wanted to go a short distance and most taxi drivers would not take her. She declined to give the pick-up and drop off locations. - - -	12/14/2011	12:00	pm	Yellow_Cab_Co_op	681		4 dr sedan	Yes	NA	NA
1024053	12/15/11 3:51 PM	I was driving down Judah towards UCSF. Starting at 19th judah all the way to 7th and Judah, the taxi was laying on his horn as he was behind me (tailgating) me. I was next to the N judah train and I stopped when the doors were open and passengers were let off. The taxi was blaring his horn the entire way. - - -	12/15/2011	03:32	pm	SF_Taxi_Cab	789		LP# 8U79674	No		
1024081	12/15/11 4:26 PM	Patron states, "I was taking a cab from Union Square to my office building at 333 Market St. My cab driver began to get road rage at another driver and I'm 8 months pregnant. I thought he was going to hit 2 cars. He was slamming on the brakes, jerking to the side, and rolled down the window and was cursing out the other driver." - - -	12/15/2011	03:30	pm	SF_Taxi_Cab	696		SF Taxi Cab	No	Westin St. Francis	333 Market St
1024160	12/15/11 6:46 PM	a lady cab driver just got ripped off by two visa customers, but we got in after this happened and she drove quite irracitally it was unsafe and she was pissed off at us, but it was mainly the safety issue of her driving, it was dangerous, my boyfriend mentioned to her that she was driving quite irratically - - -	12/15/2011	02:50	pm	National_Cab	1015		yellow & white	No	16th & valencia	pierce and sutter
1024245	12/16/11 12:48 AM	Caller states the driver was smoking in the cab and didn't stop smoking once I entered the cab. I asked the driver to wait while I made a stop and he said he wouldn't do it. He said he wouldn't do it because he didn't have time. - - - caller did not know the name of the cab company.	12/16/2011	12:45	am		39	9999	white sedan with yellow and gold writing on it.	No	3rd st & mission st	van ness ave & geary blvd.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1024417	12/16/11 9:52 AM	Partner of ADA Patron, states, "We received a call from Yellow Cab company that cab, 1337 was on its way, they will be out in a minute. Patron went out immediately to Cesar Chavez and Church, there's no place for him to hide, they can see him very well. He's standing there waiting for it. About 4-5mins later, he received an automated call back saying, unable to assign a cab. He heard a car go by, kind of slow down and take off. He's blind with a guide dog. He's been having quite a bit of problem receiving service because of having a guide dog for the past 6-8months. They see the dog and don't come to a full stop or don't pick him up. After he requested another cab, within a few minutes it came, it was a Yellow Cab. It was # 2842, something like that. And the driver did not come out to assist him." - - -	12/16/2011	09:45	am	Yellow_Cab_Co_op	1337		YELLOW CAB	Yes	Cesar Chavez and Church St at 3881 Cesar Chavez	
1024426	12/16/11 10:05 AM	Passenger stated: We asked him to take us to Burlingame and he said he don't know where it is. When the meter came up to 10 bucks, I asked him to turn off the meter and then he gave me an attitude...he goes I think it was on a different direction. So he made a U-turn and then there was this truck that almost hit us. And since he don't know where the address is, he just brought us back to the airport . And he charged us \$20 instead of \$10 or nothing. - - -	12/16/2011	10:00	am	Veterans_Cab	2401		Red color	No	SFO Airport	End up at the airport also
1024479	12/16/11 10:56 AM	Waited 4 hours for a cab from Luxor, Desoto and Yellow and no one every showed up. - - I was at the grocery store, I had a cart and a half full of groceries, so I called Luxor, and the dispatcher told me to call every 20 minutes to make sure I got a cab because it was busy. After an hour of waiting, I called Desoto said they would try to get me a cab, but it was hard to get a cab around that time because it was busy. I continued to call after both cab companies, but after a few hours when I call told my son to call Yellow, and they said the same thing, "call back after 20 minutes if you don't get a cab. After a while the dispatchers, started hanging up on us or not answering the phone. The last time I called DeSoto, I was in tears, the dispatcher told me " I'll see what I can do." Then he hung up the phone. The manager of Foods Co ended up taking me home in his truck. When I got home I called Desoto to make a complaint, and the dispatcher connected me to the general manager he said he was too busy to take my complaint. I'm disabled and the only way I can get around is in a cab or paratransit. □	12/10/2011	04:30	pm	Yellow_Cab_Co_op	9999			Yes	Foods Co 345 Williams	Argonaut

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1024620	12/16/11 12:54 PM	Patron states, "The driver did not like that I wanted to pay with a credit card. He was complaining about the fees associated with credit card. I told him I would give him a tip, but the tip was not to his liking. He became verbally abusive and kicked me out of his taxi cab. He accepted a payment and told me to get out of his taxi. He said that it was bad luck that he picked me up and that homeless people tipped better than me." - - -	12/15/2011	07:27	pm	Yellow_Cab_Co_op	0852		Yellow cab # 0852/3084 is what receipt says.	No	404 Bryant st	16th st and Mission
1024660	12/16/11 1:36 PM	refused fare due to service dog. Customer is blind - - - Driver refused to take customer because she has a service dog. He said he was allergic and hem-hawed around telling customer different reasons he was not going to take her. He was being rude in with his reasons and mannerisms.	12/16/2011	01:30	pm	Royal_Cab	642		maybe orange or yellow customer is blind so very hard to tell	No	Marriott Hotel	
1024773	12/16/11 4:04 PM	Customer told driver she wanted to go to Noe Valley and driver told her he only goes to the airport. The taxi driver then kicked customer out of the taxi. - - - na	12/16/2011	03:50	pm	Fog_City_Cab	540		4 dr sedan hybrid	No	Palace Hotel	NA
1024824	12/16/11 5:04 PM	Refuse to take a credit card - - - Customer states her husband caught the cab from SFO and he picked up his wife at 2nd and Market. When they reach their destination he refuse to take the credit. Customer states swear and call you and husband names because he felt he was not getting a good tip. Customer states the driver stated he spent 45 minutes in the cab with them and he felt they should have tipped him more. Customer states the driver locked the doors and told them they were not going anywhere. Customer states the driver told them to do whatever they wanted. Customer states when she told the driver she was going to call 311 he unlock the doors and customer paid with credit card.	12/16/2011	05:07	pm	Yellow_Cab_Co_op	49		Yellow	No	SFO	420 Bay Street
1024940	12/17/11 1:49 AM	He said his credit card machine is broken. When I offered to to stop at an ATM, he said he wasn't going anywhere. - - -	12/17/2011	01:48	am	Yellow_Cab_Co_op	639		Yellow Cab	No		
1024940	12/17/11 1:49 AM	He said his credit card machine is broken. When I offered to to stop at an ATM, he said he wasn't going anywhere. - - -	12/17/2011	01:48	am	Yellow_Cab_Co_op	639		Yellow Cab	No		
1024941	12/17/11 1:50 AM	The caller states, "He would not agree to take us anywhere because he does not have a credit card printer and required cash only. He refused to take us anywhere." - - - NA	12/17/2011	01:49	am	Yellow_Cab_Co_op	639		Yellow	No	Leavenworth & Geary St	NA
1024942	12/17/11 2:13 AM	caller states that the cab states it takes everything he tried to bribe us with cash to get us into his cab. when we said we had no cash only credit cards he said he didn't take credit cards and told us to get out of his cab and he sped off while he was talking to me almost running me over and threw a business card at me. - - - na	12/17/2011	02:07	am	Yellow_Cab_Co_op	654	9999	ford suv hybrid, yellow with black lettering	No	polk st & greay blvd.	na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1024944	12/17/11 2:43 AM	patron stated that "the driver of the cab drove very unsafe swerving in and out of traffic while the patron was in the cab"; Patron stated that "the driver of the cab was rude as well when confronted with this"; - - - Customer called to make the complaint	12/17/2011	02:32	am	Yellow_Cab_Co_op	2770		Yellow Cab	No	On Mission Street	Division Street Starting at 24TH Street
1025134	12/17/11 2:06 PM	Customer stated, "2 blocks into the ride from Westin St. Francis, the driver asked, 'You have cash? I only take cash.' When customer was taking down information regarding the cab, the driver got on the phone and pretended the credit card machine was not working. Aunt agreed to paid cash. By the time customers arrived at SFO, the driver asked if customer is going to pay by credit card. Customer not willing to give her credit card. Also driver did not put on his seat belt until he got on the freeway. Customer told driver she was going to file a complaint. She got her own luggage out of the cab. There are 2 passengers in the cab. One needed to be dropped off at American and the other at United. The driver essentially refused to drop the other passenger at United. Both customers were dropped off At American. This happened before the conflict that came up about the cash/credit card incident. - - - 1. Would not take other passenger to destination. 2. Wanted cash fare only.	12/17/2011	02:00	pm	Black_White_Ch ecker_Cab	1094		Mini van or SUV	No	Westin St. Francis at Union Square	SFO
1025172	12/17/11 3:13 PM	cab driver kicked patrons out of cab because he wouldn't take credit cards - - - Patron said driver advised him we're not taking credit cards tonight and told patrons to get out. Patron also took picture of cab	12/17/2011	12:15	am	Arrow_Cab	1267		red Prius	No	Polk and Bush	Polk and Bush
1025246	12/17/11 5:01 PM	see details below - - - Patron said driver did not want to go to union square area too busy and too much traffic and refused to take patron	12/17/2011	04:45	pm	Yellow_Cab_Co_op	564		yellow Ford Fusion	No	Market and Castro	NA
1025260	12/17/11 5:16 PM	Patron states the taxi refused me service - - -	12/17/2011	05:16	pm	Yellow_Cab_Co_op	567	99999	Yellow truck	No	6th St. & mission	



## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1025295	12/17/11 6:30 PM	Security from Hotel Nikko states that it happened at 222 Mason St, Hotel Nikko. Security from Hotel Nikko states that "we got a call from a bellman saying that there is a taxi that is parked in a taxi loading zone. They said that it had been parked in that location for a long time, about an hour or so. We called DPT and this taxi pulled up and I let him know that we had called DPT and if he's there they're going to ticket them. Immediately he said "fuck you". He started cursing at me at the street. He left and came back and 4 separate approached him and he refused the service. He was sitting on the taxi zone with his lights on. He's saying that he can park there for an hour". - - -	12/17/2011	06:15	pm	Metro_Cab	897		Metro Cab, SUV, plate # 8X98767	No		
1025328	12/17/11 8:59 PM	Patron states "I thought we lived in a metropolitan city. its clear that we dont. Unless u have a car you cant get anywhere on the weekend which seems crazy considering we're san francis. we're not foster city or fairfield. Taxis should be readily available and theyre only readily available at hotels. and even then they arent always available-I've heard people complain at the hotels waiting for cabs. san francisco is an extremely tiny town-they dont all have to wait at 18th and castro. And while you're waiting there they pass you by. I dont know what fares they are waiting for but I was trying to get from Bernal heights to west portal and thats a \$20. It might not be going to the airport but i bet the people at 18th and castro arent going to the airport. Its ridiculous that I cant get a cab from my house. we're not trying to dick around with taxis here but this is what taxis do for a living. I called 3 different taxis and they didnt even answer the phone. I dont have a car anymore and its just a bus ride away to get to safeway and i have to wait 45 minutes for a cab to pick me up. I give up after a while." - - - this is just a general complaint about the taxi system	12/17/2011	09:04	pm				na	No	na	na
1025350	12/17/11 11:37 PM	Caller stated "The driver just drove us all around the city when we told him not to. He tried to kick us out at about 6th and Mission. He drove us all the way into the Marina. When we got to the marina, the fare was \$15.70 and he said just give me \$14. He tried to run away and stop and kick us out, we told him he couldn't do that and got really angry. I told him that I was going to call you guys and he got back into the cab and took us to the marina." - - - Lic. Plate #8790280	12/17/2011	11:30	pm	SF_Taxi_Cab	9999	63771	Sedan, Toyota Prius, white and yellow on sides	No	80 Tahoma	2208 Francis co

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1025560	12/18/11 2:51 PM	Customer states: This applies not only to Luxor Cabs but to other cabs too. They are supposed to take credit card payments. Lately, they all complain about credit card payment. Drivers start lecturing customers that cash is better because they get charged with a fee on credit card payment. This is their problem and customers should still have the option to pay by credit cards and no need to listen to their lectures! Thank you. - - - Ordered through Taxi Magic.	12/18/2011	02:40	pm	Luxor_Cab	1277			Yes	Home from downtown	in the Potrero Hill area
1025578	12/18/11 4:07 PM	customer states i was picked up at union sq at 315p i got the doorman to hail a cab i said to broadway and laguna just when he turned west on broadway he (cab driver) said im so sorry i forgot to turn on my meter, we drove less than 1 1/2 and i live in san francisco so i knew it couldnt have been more than \$10 but he said you owe me \$15-17, so i looked for his info and found no taxi medallian, so i gave him only \$10 then he screamed you owe me more money, so i asked to see the taxi license, he put his thumb over his face, i felt really taken advantage of. - - -	12/18/2011	03:15	pm	Yellow_Cab_Co_op	9999	60602	prius cab	No	union sq	broadway & laguna
1025622	12/18/11 7:55 PM	unsafe driving, failure to comply,overcharging - - - 1st thing that happened is the driver had all the windows closed and was smoking a cigarette inside the cab. Patron in the back seat asked if he could roll the window down. The driver said you need to say "Please" and besides this is my office my rules. Driver was driving really erratic and very unsafe. Then driver about hit 2 pedestrian ifo att park and all 4 of us patrons in the back seat were lunged forward in the car which made everyone very uncomfortable. Then when we got to the embarcadero, driver tried to double charge us. The meter said \$8.50, guy in the front gave driver \$10. So patron in the back ASKED HOW MUCH Did he owe and the driver said well he just gave me \$10 so you too can give me \$10 so knowing front patron paid I did not.. We all got out then driver started yelling obscenities to us.	12/18/2011	07:50	pm	Arrow_Cab	327		red and tan maybe	No	south of the att park-where the cirque disolay entrance is by the bridge	folsom and embarcadero
1025676	12/18/11 11:06 PM	"I just got blown off by a cab at 4th and King. I've found DeSoto to be very reliable. All of the others, I've had problem." - - - NA	12/18/2011	10:45	pm	Bay_Cab	1290	999999	white, gold and red, Nissan Altima or Maxima	No	4th and King	NA
1026378	12/19/11 6:39 PM	Motorist states, "I was on a 2 way street. This driver got over in the opposing lane to go around another vehicle. Then got behind me and began flashing his high-beams because i wasnt goign fast enough." - - - n/a	12/19/2011	06:00	pm	Arrow_Cab	1387	999999	unknown		n/a	n/a

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1026479	12/20/11 4:45 AM	refusal of fare - - - patron stated - I waved the cab down,he was ready to accept the fare - when he saw my boyfriend and my friend - he said no no no and drove off. I'm asian/american my boyfriend is african american and my other friend is latin/african american.	12/20/2011	04:30	am	Yellow_Cab_Co_op	1310	9999	yellow cab	No	church	market
1026558	12/20/11 8:27 AM	CUSTOMER STATES THAT THE DRIVER WAS SMOKING IN THE CAB AND THE CAB SMELLED OF CIGARRETTES. I AM ON MY WAY TO SURGERY AND NOW I HAVE ASTHMA AND MY THROAT IS SCRATCHY. IT IS ILLEGAL TO SMOKE IN CABS. - - - CUSTOMER STATES THAT THE DRIVER WAS SMOKING IN THE CAB AND THE CAB SMELLED OF CIGARRETTES. I AM ON MY WAY TO SURGERY AND NOW I HAVE ASTHMA AND MY THROAT IS SCRATCHY. IT IS ILLEGAL TO SMOKE IN CABS.	12/20/2011	08:20	am	Yellow_Cab_Co_op	824	99999	YELLOW CAB	Yes	442 HOLLIDAY	KAISER HOSPITAL
1027035	12/20/11 4:35 PM	Motorist states, &quot;We were going south on Ashbury St at Haight St and Cab #9022, instead of pulling into the curb to pick up a fare, he stopped in the middle of the lane. The passenger opened the door but nobody got in. We had to wait a whole change of light before we were able to proceed. We had to wait for this cab driver because he would not pull into the curb.&quot; - - -	12/20/2011	04:25	pm	Alliance_Cab	9022		Alliance Cab, orangish	No	Ashbury St and Haight	
1027162	12/20/11 7:38 PM	see comments below - - - Resident said cab driver honked for 5 minutes for patron to come out 935 Vallejo and blocked driveway to next building preventing a vehicle from getting out	12/20/2011	07:30	pm	Yellow_Cab_Co_op	530		SUV		NA	NA
1027217	12/21/11 12:17 AM	Motorist stated, &quot;I was cut off several times, and then flipped off by the driver &amp; when I pulled next to him at a red light, I told him I was going to report him and he flipped me off again.&quot; - - - AT MARKET ST &amp; NOE ST	12/21/2011	12:10	am	Yellow_Cab_Co_op	823		unknown	No	N/A	N/A

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1027510	12/21/11 11:02 AM	Patron states, "On dec. 12th , my husband flew into sfo on business, the cab picked him up. My husband gave the driver the address of his destination, then they start driving. When they get to the hotel the driver tells my husband that this is not the location and that he cannot find it. They drive around and pass the hotel about four times. My husband calls and asks for directions and the hotel tells him that they are right there, but the taxi driver refused yelling at this point that he cannot find it. This all lasted a half an hour. then they pass another Sheraton Hotel and my husband asks him to let him out here. The driver charges him \$194.00 and he paid on the credit card, then the driver starts yelling at him demanding more money saying that this is not enough money. Scared my husband to death. He gave him all that was in his wallet, so my husband finally ends up paying \$274.00 for the taxi ride from SFO to Pleasanton. I spoke to woman at the taxi company and she agreed that what happened was outrageous and should have never cost so much and that she would be making the manager aware of the incident. And then i tried to call the manager around 9am and that he was in a meeting and then I called back at 12:30pm and they said he had stepped out. then when I called back I got an automated system and it asked for me to press 7 for complaints , so I did. a man familiar with my husbands complaint answered and stated that they would not be reversing the charges and that this is what the drivers side of the	12/12/2011	02:00	pm	Town_Taxi_Cab	0069			No	SFO	Four Points Sheraton in Pleasanton
1027510	12/21/11 11:02 AM	Patron states, "On dec. 12th , my husband flew into sfo on business, the cab picked him up. My husband gave the driver the address of his destination, then they start driving. When they get to the hotel the driver tells my husband that this is not the location and that he cannot find it. They drive around and pass the hotel about four times. My husband calls and asks for directions and the hotel tells him that they are right there, but the taxi driver refused yelling at this point that he cannot find it. This all lasted a half an hour. then they pass another Sheraton Hotel and my husband asks him to let him out here. The driver charges him \$194.00 and he paid on the credit card, then the driver starts yelling at him demanding more money saying that this is not enough money. Scared my husband to death. He gave him all that was in his wallet, so my husband finally ends up paying \$274.00 for the taxi ride from SFO to Pleasanton. I spoke to woman at the taxi company and she agreed that what happened was outrageous and should have never cost so much and that she would be making the manager aware of the incident. And then i tried to call the manager around 9am and that he was in a meeting and then I called back at 12:30pm and they said he had stepped out. then when I called back I got an automated system and it asked for me to press 7 for complaints , so I did. a man familiar with my husbands complaint answered and stated that they would not be reversing the charges and that this is what the drivers side of the	12/12/2011	02:00	pm	Town_Taxi_Cab	0069			No	SFO	Four Points Sheraton in Pleasanton

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1027590	12/21/11 12:19 PM	Customer states: I have placed about 13 calls to Yellow Cab, about the accident of our cab happened on 12/18/11 Sunday around 12noon – 12:15pm, and finally heard from Eve or Eva just now. This was an accident that involved our Yellow Cab (number 1024?) driver – Ahmed (Driver license A4578668, Car license 8R16416, Address 22525 – 3rd, apt 301, Hayward, CA 94541, Tel 510-472-3553) who was driving so fast that I had to close my eyes, felt like on a roller coaster, and had to struggle with my seat belt! The other car, a dark blue Hyundai Elantra, that was involved in the accident (driver – Matt Marburg, Car license 304OSM, Address 1730 La Loma Ave, Berkeley, CA 94706, Tel 831-316-8216 disconnected ) was doing something improper, according to my son. But my son agreed with me that our cab driver was going so fast that he could not brake in time. I got out of the cab after the accident, pretty shaky, while my son stayed on the cab for a little while. Matt Marburg, the other driver, said he borrowed this car from his friend. According to Yellow Cab –Eve or Eva, she said he has car insurance. The reason I called to make this complaint, besides our cab driver's speeding, is about Yellow Cab – Eve or Eva. She said their cab driver was not at fault at all! Said she had the video to show me that their driver was driving 19mph! I told her the way he's speeding would more likely be 91mph!! She said I can take this up in court! Something is not right at all!!! The only compliment I have is the 2nd Yellow Cab driver – Shaw, that's dispatched to us. He's nice and drove very safely. He said he has no accidents in the last 32yrs. Thank you.	12/18/2011	12:00	pm	Yellow_Cab_Co_op	1024		Yellow Cab	Yes	Frances Drake Hotel at Powell St.	Green at Fort Mason

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1027801	12/21/11 4:15 PM	Patron stated, "I called for a Bay Cab. We only went for 5 miles and the driver was speeding the whole time. He didn't stop at any of the red lights during the trip. He basically slowed down at the intersection and looked to see if there are any cars and then ran the red light. It really scared me." - - - n/a	12/21/2011	01:25	am	Bay_Cab	206		4 door sedan	Yes	32nd Ave and Quintara St	Bush and Presidio
1027912	12/21/11 6:22 PM	Patron states "theres three lanes of traffic on taylor at sutter and he was blocking left turning lane and we were stuck there for 5 minutes at least and we signalled and honked and he didnt move." - - - n/a	12/21/2011	06:22	pm	SF_Taxi_Cab	1277		toyota, possibly a prius, white in color	No	na	na
1027937	12/21/11 7:05 PM	Patron states: "I just had the most absurd experience in a taxi. It was cab #72, a Luxor cab. I was picked up on Bay and Mason, I had packages. He stops, gets out of the car, he doesnt ask to help, instead he asks how much change I have. When I got in I asked him if I heard him right, was he really asking how much change I had instead of helping? Then he went off on a tangent. We were driving and he continued to lecture me. I then told him he was very rude, he should have at least given me a hand. In the middle of nowhere he told me I really need to get out. He's like chastising me as a customer, then not helping and asking me if I had change. Its a reflection on the city, I'm from New York. I love this city, I was in a generous mood as it's the holidays, I had a previous cab driver who was so pleasant today I couldn't wait to give him a big tip. Then I get this guy and it was so unpleasant. First its very hard to get a cab in this city then to be lectured by someone who was so rude, I felt I had to report it. - - -	12/21/2011	06:30	pm	Luxor_Cab	0072	99999	Luxor Cab	No	Bay and Mason	Vallejo and Laguna
1028537	12/22/11 5:54 PM	Customer states that "the driver was on the phone the entire trip, he was not using a hands free devise. He ran a red light. He was extremely rude, I repeatedly asked him to slow down and to get off the phone. The driver refused to listen and speak to us. There was 4 of us inside the taxi, and we didn't feel safe". - - - Customer states that the "on the receipt it says cab # 5 trip # 6" Customer was not able to provide the driver's name and badge number because it was not displayed inside the cab.	12/22/2011	05:57	pm	Yellow_Cab_Co_op	5		yellow cab, hybrid vehicle	No	Hyatt regency on Drumm St	Grant and Post

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1029073	12/23/11 2:45 PM	Patron state: "I was driving on union, he was blocking the road, he was driving like a maniac. I tried to pass him because he was acting like an idio. Then when I was stopped next to him, passed him really quickly, he comes up to me with his car and spit on my window. He got out of his car, opened the door and tried to punch me in my face. I spoke to a police officer and got case #113571663. I am also a cab driver and we have to do our jobs and be professional. - - -	12/23/2011	02:25	pm	Yellow_Cab_Co_op	1314	99999	Union and	No	Union and Laguna	NA
1029081	12/23/11 2:53 PM	see comments - - - Customer states: California and Spruce. Driver was driving westbound on California Street. Light truend red well before he reached the intersection. About 5 pedestrians were off the curb crossing California. He preceeded through the crosswalk and not stopping. He made a a right turn onto Spruce. All the pedestrians had to scatter to in order avoid being hit.	12/23/2011	02:45	pm	SF_Taxi_Cab	1038	00000	SF Cab Company	No	NA	NA
1029359	12/24/11 11:44 AM	Customer stated when she and her niece got in the cab; the driver did not have a nice disposition and told them that he wanted cash only. The niece wanted to pay with a credit card but driver would not accept the credit card. Customer told niece she will pay the driver in cash. The driver was not very cooperative. He did not provide the right kind of change and would not drop the customer off at the 2nd drop off for the customer. The niece was dropped off at American Airlines and the customer was supposed to be at United, but the driver refused to drop her off at United. She is a senior citizen and she had to lug her suitcase from American Airlines to United. She enjoyed her trip to San Francisco but stated, "It was a tragic way to end a great time in San Francisco and cabbies need to have a little more bit of Christmas spirit." - - - Refused to accept credit card and to take customer where she wanted to be drop off at.	12/19/2011	12:00	pm	Black_White_Checker_Cab	1094		Checker cab	No	St. Francis on Powell	SFO
1030034	12/26/11 2:49 PM	another taxi driver states i was at the traffic light, it was red, i rolled down my window to ask the customer if he wanted a taxi, the customer came to me, then the taxi driver of an arrow cab got mad and when the customer was closing the door to my cab the taxi driver spit on customer and on my cab, the customer was very mad. it was very inappropriate. - - -	12/26/2011	02:43	pm	Arrow_Cab	450		red and yellow		mission & 24th	

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1030170	12/26/11 6:51 PM	Patron stated &quot; I was on the corner of Geary & Park Presidio. There was a cab that had an open fare. I walked up to the cab driver and asking if he could take me where I need to go. The cab driver say no no Im on a call. Than a car pulls up and opens the door. Those people got into the cab. Im black and they were chinese. The cab driver was asian that is illegal. Plus im disabled which makes it even worst.&quot; - - -	12/26/2011	06:45	pm	Yellow_Cab_Co_op	1411		Yellow cab	No	Geary & Park Presidio	
1030891	12/27/11 6:20 PM	patron states: When we got into the taxi we needed to make 2 stops in the city and the driver stated that he did not want to make the 2 stops because it would be less money for him. The driver also took longer routes so that he would make more money. He complained the whole time he was driving. We also needed to pay by credit card and he said that he did not accept credit cards and no taxis in San Francisco took credit cards. He tried to take us to an ATM but I refused. When he finally took the credit card he asked the me how much tip to add to the credit card transaction, I told him and he felt that was not sufficient enough. - - -	12/27/2011	04:30	pm	Town_Taxi_Cab	331		Yellow SUV, Ford maybe, 4 dooor	No	SFO	Broadway and Gough
1031125	12/28/11 9:58 AM	Cab driver refused to take fare, stating &quot;he didnt know where a location was.&quot; - - - Parton states &quot; We went up to the cabbie who was parked in front of the hotel, he was next in line. We asked if he would take us to the Disney Museum. He said, very shortly, &quot;no&quot; and he didn't know where it was.&quot;	12/28/2011	09:50	am	Yellow_Cab_Co_op	187		Ford Escape	No	Park 55 Hotel	
1031236	12/28/11 11:37 AM	ADA Patron states &quot;We went to take the cab and the driver looked at us and said I will not take and you and we said why not and he said it will be another one. I called Luxor and he said that that was our cab. I think this is some sort of discrimination. He refused to give his name or badge number. My husband was already in the cab when he refused to take us. He was rude and he was yelling at us.&quot; - - - n/a	12/28/2011	11:34	am	Luxor_Cab	2198		luxor, truck, had 2198 on it	Yes	420 Berry Street	n/a
1031704	12/28/11 8:09 PM	see details below - - - Patron stated that driver took me long way around and paid \$12.85. Generally fare to patron's house is around \$8	12/28/2011	07:50	pm	Luxor_Cab	150		standard car	No	18th and Castro	10th and Irving



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1031775	12/29/11 12:59 AM	The caller states, "The driver kept me hostage in his cab and was incompetent using the paratransit card. He did not know the amount of the tip and said the balance was \$75.00. He did not know what he was doing and said the system was turned off after midnight. He called the dispatcher and the dispatcher did not know how to do it. He was to use the charge credit receipt. I'm sitting in the cab with this headache and I have to use the restroom. His behavior was not appropriate and this was the worst experience." - - -	12/29/2011	12:57	am	Luxor_Cab	1051	9999	NA	No	unknow n	&quot;
1031775	12/29/11 12:59 AM	The caller states, "The driver kept me hostage in his cab and was incompetent using the paratransit card. He did not know the amount of the tip and said the balance was \$75.00. He did not know what he was doing and said the system was turned off after midnight. He called the dispatcher and the dispatcher did not know how to do it. He was to use the charge credit receipt. I'm sitting in the cab with this headache and I have to use the restroom. His behavior was not appropriate and this was the worst experience." - - -	12/29/2011	12:57	am	Luxor_Cab	1051	9999	NA	No	unknow n	&quot;
1031775	12/29/11 12:59 AM	The caller states, "The driver kept me hostage in his cab and was incompetent using the paratransit card. He did not know the amount of the tip and said the balance was \$75.00. He did not know what he was doing and said the system was turned off after midnight. He called the dispatcher and the dispatcher did not know how to do it. He was to use the charge credit receipt. I'm sitting in the cab with this headache and I have to use the restroom. His behavior was not appropriate and this was the worst experience." - - -	12/29/2011	12:57	am	Luxor_Cab	1051	9999	NA	No	unknow n	&quot;
1032115	12/29/11 1:42 PM	Patron states he ask the driver if he accepted Visa card.The driver said yes.The driver tried to swipe the card and it was not working.Patron called dispatched to ask what to do.everybody I spoke to was very helpful except the driver.The patron handed the driver the phone to help resolve this issue.The driver was uncooperative ans acting as if he did not speak english. - - -	12/25/2011	06:10	am	Yellow_Cab_Co _op	737		yellow	No	New Montgo mery St/Marke t St	
1032274	12/29/11 4:44 PM	Fare refusal. - - - Patron state &quot;the taxi was on Market Street and had his light on. He pulled over and I told him I'm going to Polk and Vallejo, the driver said &quot;I'm not going that way; I'm going home, please get out.&quot; I got and after I did he picked up 3 other passengers.&quot;	12/29/2011	04:35	pm	Luxor_Cab	073			No	Market and 4th	Polk and Vallejo

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1032287	12/29/11 5:08 PM	Patron is disabled and took a cab from SFO. Prior to getting in the cab he asked the driver twice if he could help him carry his bags upstairs once he arrives, the driver said sure no problem. When I arrived the driver told me he will not take the bags up and took off. Patron did ask driver twice if he could help him and the driver understood and said yes and upon arrival took off. - - - Patron is disabled and took a cab from SFO. Prior to getting in the cab he asked the driver twice if he could help him carry his bags upstairs once he arrives, the driver said sure no problem. When I arrived the driver told me he will not take the bags up and took off. Patron did ask driver twice if he could help him and the driver understood and said yes and upon arrival took off.	12/29/2011	04:50	pm	SF_Taxi_Cab	271		Prius cab - Red and White	No	SFO	631 Swallowtail Court Brisbane Ca
1032383	12/29/11 8:37 PM	Pedestrian states that "it happened at the intersection of 14th and Market. I was walking across 14th, in the crosswalk. The cab turned right onto 14th from Market St. He probably was going 30 mph and I had to stop in order for me not to get hit." - - -	12/29/2011	08:37	pm		2332		mini van, green and white	No	NA	NA
1032953	12/30/11 3:45 PM	Customer stated first of all he didn't have his id showing then the cabbie did not follow the route the customer told the cabbie to do which coast the customer more money usually the customer paid 12 dollar but the today it coast the customer \$16.70 meter the cabbie added an unauthorized tip of \$1.70 customer did not realized that he was charge tip till later on after his doctor appointment customer himself drove cab for 26 years and never did such thing tike this receipt #1-0688. - - - see above.	12/30/2011	01:25	pm	Yellow_Cab_Co_op	688		Ford Sedan	No	1651 Market St.	728 Pacific Ave.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1033021	12/30/11 5:41 PM	Driver hit customer - - - Luxor cab company Fernando Martins, number 65127, taxi number 159 Customer had to leave work to go to doctor appointment and flag him on Chestnut and Scott. He took Broadway to china town. Customer ask the driver to take Van Ness to Post. Customer told him she did not want to get stuck in China town. The driver told her to shut up and let him do his job. Driver told customer his route was the fastest and customer disagree. Driver told her if she knew how to drive she would be in a car right now. Customer told driver she drove an ambulance for 6 years. The driver told her he did not believe she drove at all. Customer ask the cab driver why he was being so rude. Customer as the driver to see the his slip because she wanted to make sure his slip match the same amount as hers. When customer reached for the slip the driver hit her. Customer said he was going to call the police. Customer explained to the police what happen. Customer states the officer made the driver give her the receipt. The police had to make him give the customer his information. The police told the driver he had to abide by the rules. Customer called Luxor and Luxor did not call her back. Customer call Luxor cab again after her doctor's appointment and spoke to a manager name Tom. The manager stated he was not going to do anything about it unless she gives him her information. Manager told her if she did not want to give her contact information she could go straight to the Taxi Commissioner. Customer ask the manager name and told him she was going to.	12/30/2011	02:15	pm	Luxor_Cab	159	65127	White and blue	No	Chestnut and Scott	Sutter and Stockton
1033371	12/31/11 1:14 PM	Customer states that "I asked the driver not to take out the tip from the paratransit card and they still did it. According to the driver, the machine automatically takes it. It happened twice today, same company." - - - Customer was not able to provide the driver's name and badge number.	12/31/2011	01:03	pm	Luxor_Cab	173		Luxor cab, red white and blue in color, van	No	Geary and Webster	165 Turk St
1033560	12/31/11 6:59 PM	Intended patron stated, "My fiance and I were trying to catch a cab. A National cab #1160 pulled over. The driver rode down his front passenger side window and asked me where I was going. So I went to the back door to try to get in the cab. I had a hand on the door handle and the door was opened. Then as soon as the driver saw that I was with my fiance, he took off while my hand was still on the door handle." - - - NO ADDITIONAL INFORMATION. CALL DROPPED.	12/31/2011	06:53	pm	National_Cab	1160		SUV	No	7th St and Market St	n/a
1033576	12/31/11 7:48 PM	Cab driver trying to collect an additional \$15 for New Year's Eve - - - Patron advised that she got into Yellow Cab #916 and the driver told her "It will be an extra \$15". When she asked the driver, why? He told her "Because it's New Year's Eve". Patron refused to pay the extra fare and got out of the cab. Patron was on her way to work and wanted to report this drivers fraudulent activity.	12/31/2011	07:45	pm	Yellow_Cab_Co_op	916			No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1033580	12/31/11 8:17 PM	Caller stated that he had a very treating tone of voice, when she asked if the car was ok, he snapped back at her and asked her if she was ok, he car was smelly and was making noises, the windows were locked and he would not allow them to closed the windows, he drove on the freeway with the windows open, he also took them the longer route to their destination, and caused to charge them more, at the end as he drove off he was yelling at them. - - - n/a	12/31/2011	08:15	pm	American_Cab	2231	999999	black	No	sfo	18th ave and anza
1033600	1/1/12 12:23 AM	failure to go he direct route - - - patron stated - where are you going - if you are not going far,she said no im not going to take you, she started driving - she had a new creative way to get here , she decided to go to her own route which is not the direct route , im calling the police & the taxi company, I need your medalian - she pulled over in the tenderlion, nowhere where I wanted to go - I paid her \$8.50 again she would not reveal her medallion or her number - i was let out several blocks further then the tenderlion - also she refused to identify herself.	01/01/2012	12:04	am	Yellow_Cab_Co_op	9999	9999	yellow cab	No	minna & new montgomery	sacramento & taylor
1033611	1/1/12 2:00 AM	Caller stated "So we were hailing a cab and the cab pulled over and asked us where we were going, we told them and they pulled away saying they didnt want to take us." - - - NA	01/01/2012	01:55	am	Yellow_Cab_Co_op	439	999999	yellow, orange stripe, Toyota Prius	No	177 Eddy	NA
1033613	1/1/12 2:03 AM	Caller stated "A cab just refused to take us where we wanted to go." - - - NA	01/01/2012	02:00	am	Yellow_Cab_Co_op	571	999999	yellow, Ford Escape	No	177 Eddv	NA
1033618	1/1/12 3:48 AM	Caller stated "I'm in a cab and he will not take me to my destination in San Francisco. He's so upset that he's taking me back to the company for his taxi company. He's decided not to do his job. He said that I dont care about the law. He's taken us back to his company at 1200 Mississippi." - - - Drivers seat has wooden beads on it	01/01/2012	03:40	am	Yellow_Cab_Co_op	403	999999	yellow, Toyota Prius	No	Market and 6th	1200 Mississippi
1033627	1/1/12 5:46 AM	DRIVING WRONG WAY DOWN STREET - - - PER MOTORIST - CAB DRIVER WAS DRIVING UNSAFE AND ON THE WRONG SIDE OF THE STREET, LUXOR CAB TRIED TO GET AROUND MOTORIST WHILE ON MARINE AND BAYSHORE, TOWARD CEZAR CHAVEZ .... VERY DANGEROUS SITUATION.	01/01/2012	05:48	am	Luxor_Cab	9956	9999	LUXOR	No	N/A	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1033630	1/1/12 6:23 AM	SEE BELOW - - - PATRON STATES THAT THE CAB WAS THE FIRST CAB IN LINE, PATRON STATES THAT SHE ASKED THE CAB TO TAKE HER TO SAFEWAY, I JUST GOT OFF WORK, THE CAB DRIVER RESPONDED BY STATING HE WAS WAITING FOR AN AIRPORT FARE. PATRON STATES THAT SHE PLEADED WITH THE DRIVER TO TAKE HER PATRON STATES THAT THE DRIVER THEN CALLED HER A NIGGER. PATRON STATES THAT SHE WOULD LIKE A PHONE CALL IN RESPONSE TO THIS COMPLAINT BECAUSE THIS HAS HAPPENED EVERYDAY THIS WEEK.	01/01/2012	06:20	am	Arrow_Cab	001		ARROW CAB	No	HILTON HOTEL(TAYLOR AND OFARRELL)	NA
1033841	1/1/12 3:12 PM	see comments below - - - Customer was a passegner in her vehicle with her partner. Cab driver wanted to aggressively move into lane of customer's vehicle and yelled profanities and came so close he almost hit side of car. There was no room in lane of traffic and cab driver kept trying to aggresively move into lane. Driver was pursuing motorist until he made a left hand turn. Customer unsure of location but somewhere near Mission in SF. Customer reported incident to Yellow Cab directly	01/01/2012	02:00	am	Yellow_Cab_Co_op	621					
1033928	1/1/12 7:37 PM	Patron stated &quot; Beginning at Van ness & Pine. I noticed a taxi driver. It was a Yellow cab cab number 1010. We were at the Stop light and began to drive. I was riding a motorcycle in the lane to the right of him. The taxi driver has a man in the passenger seat and children in the back seats. As we were drive up Pine st. I notice the cab driver maintaining a position next to me. The cab driver looked at me in a very aggressive way. As we were driving he continued to maintain his position beside me. We stopped at a couple of different intersections. At one point I slowed down a little bit to give him an opportunity to pass me up. the cab driver maintain his position next to me. Than I continued to drive and accelerated to try to pass him. The cab driver too accelerated to maintain his position next to me. Than he began leaning in towards my lane. We had eye contact. We continued up Pine passed Masonic. We stayed to the right to go up Euclid. Going down Euclid I accelerated get in front of him. I did get in front of him and I stopped at the stop sign. The cab driver came up to the stopped sign quickly and stopped abruptly behind me. There are several stop signs on Euclid and he continued to do this until Arguello. A couple blocks before Arguello I pulled over to the side and motion for him to pull on the aside of me. The cab driver than rolled down the window and I ask him sir do you have a problem. The cab driver said No do you have a problem. I said No I dont. Than the cab driver said mind your own fucking business. So than I let him get in	01/01/2012	06:45	pm	Yellow_Cab_Co_op			Yellow	No	Van ness	Pine
1034454	1/2/12 4:55 PM	Motorist states, &quot;I was coming up Noe St, going up the hill to 20th St from 19th St and a taxi cab went around me onto the oncoming traffic and cut me off. I was able to stop in time but I was afraid if anyone else was coming up that hill that they would be clobbered.&quot;; - - -	01/02/2012	04:50	pm	Luxor_Cab	74		Luxor Cab, White w/red and blue stripes	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1034571	1/2/12 9:35 PM	Driver was acting rude and cursing at his patron - - - Patron stated, that "When the Cab driver picked me up, he was on his cell phone and know acknowledging me. When I got into the cab I asked the driver to take me to 7th and Townsend. When we arrived at 7th and Townsend I realized I was a block off asked that he take me a block over to 7th and King. He responded, "What is this? you told me 7th and Townsend";. When we arrived at 4th and King, he asked me "How much?";. I looked at the meter and I said \$6.80. I was giving him a \$20 bill and he told me "I don't have change for a \$20";. I told him, "That's ok I'll pay with a credit card";. He told me to "Fuck off!";. I paid the driver but I did not tip him. At this point I was at his mercy because my belongings were in the trunk of the cab. I just want to report this driver for being very rude and cursing at me!";	01/02/2012	09:25	pm	Yellow_Cab_Co _op	264		YELLOW CAB	No	CIVIC CENTER	KING AND 7TH
1034832	1/3/12 10:26 AM	Refused to pick up customer. - - - Customer stated I am an African American male I try to flag a cab to go to the Emergency at the Veterans Hospital none of cab stops to pick me up even though they have their lights on every cabbie put their hands up saying No finally Chinese cabbie stop and pick me up after what he saw what's going on back in September & October it happened to him too caller can't exactly remember the cab company who refused to pick him up the only company he remember was Yellow & Veterans cab caller had to take the bus twice in September & October because he couldn't take a taxi.	12/31/2011	02:00	am				n/a	No	Market & Sanchez	VA Hospita l
1035265	1/3/12 4:03 PM	Caller states, "These taxi drivers need to know the RULE about Paratransit riders. They are telling me to go to the beginning of the line, while I should be able to go to any cab that I want to. This first happened with Arrow Cab number 1322 and another cab, that I was unable to get the number."; - - -	01/03/2012	04:00	pm	Arrow_Cab	1322			No	Hyatt Regency - Embarca dero	
1035266	1/3/12 4:03 PM	the cab driver did not accept the credit card, i know that there is a law that obligates them to accept but he said no - - -	01/03/2012	04:00	pm	Luxor_Cab	2212		white and blue	No	pier 39	palace of fine arts

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1035522	1/3/12 10:20 PM	Cab driver refused to service customer, stating that he would only accept cash. - - - Customer stated that she flagged down the above cab driver. The Luxor cab has a thing on the window that says it accept credit cards. When I got into the cab, the driver told me that he would only accept cash. I told him that I have cash, and after I told him of my destination after he asked me where I was going, which is to the vistation valley area he drove one block, and he told me that he remembered that he had to pick up a friend at 9:10 p.m. I asked him why did he stop then, he then told me because he thought I was going in the same area in the Mission. I then told him that if he had to meet someone at 9:10 p.m. he should not have stopped.	01/03/2012	09:00	pm	Luxor_Cab			White with blue SUV type vehicle	No	1570 Mission St./ Van Ness	1570 Mission St./ Van Ness
1035852	1/4/12 11:33 AM	Motorist states he was on Bush St making a left turn on to Scott St.The cab driver was behind me a made a turn at the same time as I did.The cab driver diagnoly blocked me.He was partially blocking the traffic lane.He was blocking me and the on coming traffic lane as well.I told him"what is your problem".He said"I hate your kind get off the f**ken phone and flipped me off".I told him I was on a Bluetooth and made a legal turn and you did not.I do not appreciate him what he was doing and he told me F**K You and flip me off.I rolled up my window becuase I saw what he was about to do.He leaned over and spit at me.It got on the glass window and car door.He sped off.I called yellow cab and did not hear back from him.I love this city and would hate for a tourist to have to deal with driver.The driver represents the city and is a ambassitor and gives a bad impression. - - -	01/03/2012	03:30	pm	Yellow_Cab_Co_op	57		yellow	No	Bush St and Scott St	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1036212	1/4/12 4:02 PM	Patron stated: "I asked him when he picked me up if he could take me to my destination via 19th Ave and onto Lincoln Blvd. I am familiar with that route and have taken it a number of times. I was on the phone and he took me out through the Park and all the way to the Golden Gate bridge. The cab fare came to \$35.00, almost double what it should have been if he had gone the right route. When I complained, he threatened me and then said that he was going to be fined \$30.00 because he was late and that he should not have picked me up. He did not say this when I first got into the cab. Even if I had not told him which way to go, he should not have taken me in a big circle, he probably thought that I was a tourist. He told me that he had driven a cab for 5 years and that that was the best route." - - Patron stated: "I asked him when he picked me up if he could take me to my destination via 19th Ave and onto Lincoln Blvd. I am familiar with that route and have taken it a number of times. I was on the phone and he took me out through the Park and all the way to the Golden Gate bridge. The cab fare came to \$35.00, almost double what it should have been if he had gone the right route. When I complained, he threatened me and then said that he was going to be fined \$30.00 because he was late and that he should not have picked me up. He did not say this when I first got into the cab. Even if I had not told him which way to go, he should not have taken me in a big circle, he probably thought that I was a tourist. He told me	01/04/2012	03:30	pm	Veterans_Cab	221		Veterans Cab #221	No	West Portal and Vicente	Webster and Union
1036254	1/4/12 4:26 PM	Customer states: I want to complain about the Yellow Cab Company's policy on collecting return toll fee, an additional of \$5-6, from passenger. There's no toll fee from SFO to San Ramo, but I have to pay for their return toll fee! I have just confirmed with Yellow Cab that this is their policy and that my fare is about \$200! I consider this an unreasonable taxi fare charged, 150% of the meter. I have called other cabs before and only being charged \$100-125 for the exact same thing! Thank you. - - - na	01/04/2012	04:15	pm	Yellow_Cab_Company	529		Yellow Cab	No	SFO	San Ramo



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1036471	1/5/12 4:58 AM	customer called and stated that "the customer placed some very heavy luggage in the cab as well as a LCD Projector in the back seat and was driven to his location of 2ND Street and Townsend and the driver was hurried and in a rush and was very anxious and told the customer to leave his luggage and projector on the street so that the driver could drive away";. customer stated that "the driver of the cab was asked by the customer to wait while the customer unloaded the luggage from the cab as well as the LCD Projector and the customer unloaded some luggage and the driver drove away with the LCD projector in the back seat of the cab";. customer told me that "customer has called Bay Cab and spoke with the dispatch and was told to call back after 9:00 AM on 1/5/12 to discuss this issue with them. The cab number could be either 718 or 780 - - - Please call customer back as soon as you recieve this complaint. Please call back anytime of the day.	01/04/2012	03:00	pm	Bay_Cab	780	9999	White	No	SFO Airport United Terminal 3	Townsend & 2ND Street
1036638	1/5/12 9:48 AM	"Between 0730 and 0735 this morning my dog and I were nearly hit by this cab while in the crosswalk on Buena Vissta East at the stop sign where it meets Duboce. He was making a left turn on Buena Vista Terrace, and there is a crosswalk coming from the park and thats where it occurred. He ran the stop sign and went into the crosswalk and nearly hit me. I stopped and said 'crosswalk' and he smiled, then continued with his left turn. San Francisco cab drivers think they have the right of way whether they do or don't, and I'm going to start calling them in."" - - -	01/05/2012	07:30	am	Royal_Cab	17					

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1037580	1/6/12 10:50 AM	I flagged a cab down on 9th and Judah. I was facing North he went to make a right on 9th and Judah and I ask instead of making a right on Judah could he go forward and make a right Lincoln. He proceeded to do that. As he was making a right on Lincoln he made a commit to me saying you're not a cab driver and we know the best way to go. So I let him know I appreciate his concerns and I've taking this route before and this is the route I'd like to go. He then got a very frustrated tone and proceeded to let me know. How much more better his route choice was much better then mind. I once again thanked him for his suggested and then reaffirmed I was more comfortable with going the route of my choice. After that he said OK you are the customer. I will go the route of your choice I thanked him and things were clam for a minute or two. After about a minute on two he brought up the subject again and with the frustrating tone. When I responded back my tone was now frustrated feeling like why am I still arguing with this guy about this route. He then went on to say, you people always get into cabs thinking you know the best route. He then went on to say where you from are. I went on to say I'm from San Francisco and have lived in San Francisco for 30 years. In conclusion the tones between him and I escalated to the point of yelling. - - - I expressed to the cab driver is no longer he agreed and pulled the cab over and let me out. I exited the vehicle. Driver pulled out causing loose concrete on the street to fly back and hit me in the head. I	01/06/2012	07:20	am	Metro_Cab	1107	66009	Metro Cab	No	9th & Judah	Fillmore
1037658	1/6/12 11:57 AM	Tip deducted from Paratransit card without permission and talking on cell phone. - - - Cab number from the receipt: 1-0407 Patron states "I gave the driver my paratransit card, but ahead of time I told him not to take out the tip. The driver said "ok." But he took out the tip anyway. The total was \$5.70 but he took out \$6.30, a \$0.60 tip. This is happening too often, and tired of it. Also, he was talking on his cell phone while driving.	01/06/2012	11:49	am	Yellow_Cab_Co_op	9999		Yellow,	No	730 Polk	155 Turk
1037736	1/6/12 1:08 PM	filty cab and loose muffler - - - the cab was filty and its muffler was loose or broken. Horrible ride to San Francisco. Not very good for a 1st impression	01/06/2012	12:00	pm	Arrow_Cab	1184		n/a	No	Sfo	san francisc o
1038533	1/7/12 4:51 PM	see comments below - - - Patron said driver was very impolite never spoke to patron when patron spoke to driver no response	01/07/2012	04:20	pm	Yellow_Cab_Co_op	1118		yellow Yellow cab	No	Pier 39	Hyatt Hotel Fishermans Wharf
1038715	1/7/12 10:28 PM	I was driving my car going eastbound on Folsom at 6th Street. I saw a group of people flag down the cab and the driver refused to take the people. The cab just drove off with the persons hand still inside the cab and the cab door open. I was behind the cab and witnessed the cab try to pick up another fair a few block down the street. - - - n/a	01/07/2012	10:15	pm				Lisence plate #8S42556 - color scheme - dark or nave blue with yellow Caller said he thought it was ABC Cab	No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1038728	1/8/12 1:52 AM	driver refused to take passengers to destination. - - - patron stated - We got in the taxi cab, he asked where are you going, we said 7th & cabrillo, he said Im off my shift in 15mins,he said i can not go there. Get out my cab or I will call the police, I said no I'll call 311, he said fine I'll fine a police car.he said you will pay a waiting fare. so you got out of the cab- the driver refused to give his name or badge number, He said get out of my cab, you dont need to know that.	01/08/2012	01:45	am	Yellow_Cab_Co_op	1330	9999	yellow cab	No	18th and Collingwood	7th ave & Cabrillo
1038728	1/8/12 1:52 AM	driver refused to take passengers to destination. - - - patron stated - We got in the taxi cab, he asked where are you going, we said 7th & cabrillo, he said Im off my shift in 15mins,he said i can not go there. Get out my cab or I will call the police, I said no I'll call 311, he said fine I'll fine a police car.he said you will pay a waiting fare. so you got out of the cab- the driver refused to give his name or badge number, He said get out of my cab, you dont need to know that.	01/08/2012	01:45	am	Yellow_Cab_Co_op	1330	9999	yellow cab	No	18th and Collingwood	7th ave & Cabrillo
1038728	1/8/12 1:52 AM	driver refused to take passengers to destination. - - - patron stated - We got in the taxi cab, he asked where are you going, we said 7th & cabrillo, he said Im off my shift in 15mins,he said i can not go there. Get out my cab or I will call the police, I said no I'll call 311, he said fine I'll fine a police car.he said you will pay a waiting fare. so you got out of the cab- the driver refused to give his name or badge number, He said get out of my cab, you dont need to know that.	01/08/2012	01:45	am	Yellow_Cab_Co_op	1330	9999	yellow cab	No	18th and Collingwood	7th ave & Cabrillo

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1039086	1/8/12 7:00 PM	Patron states - The taxi driver picked me up from SFO and took me to my residence. I paid the driver \$80 dollars cash. The total was \$78.15 The driver got upset and said he wanted more money. I began to take my bag out and I had one bag left in the trunk. The driver did not open the trunk. i walked up and tap on the window of the trunk. He then opened the trunk and I got my bag out and started to walk to my place. The driver came and said F**K you and started to leave. he then made a U-turn and rolled down his window and said Now I know where you live so watch out. This was said in a very threatening way. - - - Patron states - The taxi driver picked me up from SFO and took me to my residence. I paid the driver \$80 dollars cash. The total was \$78.15 The driver got upset and said he wanted more money. I began to take my bag out and I had one bag left in the trunk. The driver did not open the trunk. i walked up and tap on the window of the trunk. He then opened the trunk and I got my bag out and started to walk to my place. The driver came and said F**K you and started to leave. he then made a U-turn and rolled down his window and said Now I know where you live so watch out. This was said in a very threatening way.	01/08/2012	06:45	pm	SF_Taxi_Cab	1343		Smaller Ford	No	SFO	5925 Manche ster Drive Oaklan d Ca, 94618
1039119	1/8/12 9:18 PM	The patron states: I am calling because I was with my two friends. We each had a separate destinations. The driver told us that he would not make more than two stops. We believe that he did this because a new fare would be more profitable than to have three destinations from three patrons all getting on at the same place. If he had picked us up separatly he would be getting the additional initial fare. We then just decided to go to two of our homes. Then on the way we tried to change his mind to drop off the third patron. He did not change his mind and stated it is his policy to only have two stops. He then just dropped us off at the second stop. We then had to find her another cab. The Mission can be dangerous for anyone at night but especially three women. We feel this was a hazzard to our safety and that the driver should have honored our initial request. After he said no, he asked my friend where she would be going which would be to Union/Fillmore area. Once he determined her destination he decided that he would not drop off the third patron based on the distance. - - - The patron did not have the driver name and badge #.	01/08/2012	09:05	pm	Yellow_Cab_Co _op	2751	9999	An small SUV	No	Mission/ 20th	Three destina tions, First Mission /11th, Second  O'Farre ll/Fillm ore,

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1040173	1/10/12 7:00 AM	SEE - - - PATRON STATES THAT HE WAS AT THE INTERCONTINENTAL HOTEL, HE APPROACHED LUXOR CAB #9006 AND INFORMED THE DRIVER THAT HE WANTED TO HIRE HIM, THE DRIVER STATED TO PATRON "FUCK YOU I&quot;M ONLY GOING TO THE AIRPORT&quot; (WITHOUT THE PATRON EVEN STATING WHERE HE WANTED TO GO. PATRON STATES THAT HE IS IN A WHEELCHAIR THE DRIVER HAD HIS WHEELCHAIR RAMP DOWN AND THE DOORS OPEN OF THE CAB. PATRON STATES HE AGAIN SAID TO THE DRIVER CAN I ASK YOU A QUESTION? THE DRIVER STATED I AM ONLY GOING TO THE AIRPORT, IF YOU ARE NOT GOING TO THE "FUCKING AIRPORT&quot; I AM NOT GOING ANYWHERE. PATRON STATES THAT HE TURNED AROUND AND LEFT.	01/10/2012	06:35	am	Luxor_Cab	9006			No	5TH ST AND HOWAR D (INTERC ONTINE NTAL HOTEL)	
1040224	1/10/12 8:19 AM	Customer flagged the cab and when it stopped, he started to get in and the driver asked if he was going to the airport because he had a bag with him. When the customer replied no, the driver took off. - - - Fare refusal	01/10/2012	08:15	am	DeSoto_Cab	377		DeSoto	No	Beach and Jones	Beach and Jones
1040769	1/10/12 2:42 PM	Caller called Desoto cab to pick passenger up and to drop passenger off. Caller says that the cab got them to their location and the taxi driver told passenger the taxi Card they have did not work. Caller said the driver told the passenger that the card was declined and had no money. After that happened the driver said asked for cash and then said the machine did not work because the card was declined. Caller says they have no clue if the driver was lying or not. Caller has about \$500. Balance On the card. Passenger said the same Desoto was at the hospital when they left and again they had to pay this drive in cash eventhouygh they have a taxi card with a hefty balance available. - - - Caller called Deso to get them from one hospital to another.	01/10/2012	10:00	am	DeSoto_Cab	9999		Desoto	Yes	1635 Divisader o	3698 Californ ia to the cal pacific area

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1040922	1/10/12 4:30 PM	Taxi driver's adding tip on Paratransit can when advised &quot;I'm on a tight budget, please don't add a tip.&quot; - - - Patron states "Cab #1-1293 the trip total was \$13.40 and the driver added \$1.35 to the total, I told the driver please not to add a tip, it's a long month and I have a lot of appointments. A second time today, I said to a Yellow cab driver (cab #1273) at 10:46 &quot;it's problematic and please do not add a tip right now, the driver said &quot;I didn't add the tip, its automatic.&quot; From Market and Grant to Geary and Jones the fare stopped and it was \$5.15 and got the card out and handed it to him the meter when from \$5.15 to \$ 6.25. I asked the driver how did it the meter goes from \$5.15 to \$6.25?&quot; the driver said &quot;there is no way that the meter was \$5.15. I said I make this trip often and you can clock it at \$5.15."	01/05/2012	01:15	pm	Yellow_Cab_Co_op	1129		Yellow	No	Irving and Stanyan	O'farrell and Jones
1041076	1/10/12 9:39 PM	patron stated that &quot; the driver of the cab refused to take the patron to the patrons final destination due to the fact that the driver would not accept credit cards for payment of the fare&quot;. patron stated that &quot; the driver told the patron that the credit card machine was broken and would not take payments and the patron has heard this a number of times when riding in a cab&quot;. - - - Customer called to report the complaint. The plate number for the cab is 8P68401	01/10/2012	09:40	pm	Arrow_Cab	1347	99999	NA	No	16TH Street & Mission Street	Larkin & Washington
1041134	1/11/12 6:50 AM	SEE BELOW - - - PATRON STATES THAT SHE WAS TRYING TO GET A FARE FROM HYATT REGENCY TO NORTHBEACH, PATRON STATES SHE INFORMED THE DRIVER WHERE SHE WANTED TO GO AND THE DRIVER STATED NO, PATRON STATES SHE WENT TO THE NEXT CAB AND THE CAB SAID YOU HAVE TO TAKE THE FIRST CAB IN LINE WHICH IS THE CAB THAT REFUSED HER FARE. PATRON STATES THIS IS NOT THE FIRST TIME THAT THIS CAB HAS REFUSED HER FARE.	01/11/2012	06:45	am	Veterans_Cab	216		NA	No	HYATT REGENCY -5 EMBARCADERO	NA
1041275	1/11/12 9:27 AM	Patron states he would like to make a complaint regarding the newly installed TV's in the taxi cabs.It has been forced upon all cab companys they all say they hate the new Taxi TV that show advertisement.They are extremely dangerous,distracting and a safety hazard.They are obnoxious loud,bright and in the passenger face and can not be turned off.The cab company hates these and it's annoying. - - -	01/10/2012	07:00	pm							

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1041647	1/11/12 2:58 PM	would not take paratransit card for payment - - - customer is disabled and uses a paratransit card for payment and driver refused to let him us it and made him pay \$20.00.	01/11/2012	02:30	pm	Regents_Cab	1344		toyota prius-two tone green and gray maybe	No	Mission and new montgomery	44 monter y blvd by glen park
1041735	1/11/12 4:28 PM	Customer states that "we got in the cab, gave her the address. The driver didn't have the clue where she's going and we wanted to get off the cab and she said "no. no". At that time, the meter is already running. After few minutes, I got out of the cab, went into my luggage and took the direction coming from google and I gave it to the driver. The driver took the information she drove using her left hand on the steering wheel and other hand holding the directions. When we arrived at the Burlingame Center, the meter went to \$35.90 plus \$2.00 for 2 passengers. We asked her for the receipt, she refused. We are questioning the driver about the fare and she became agitated. She took a picture of the directions from the sheet of paper to cover herself. She didn't answer our question on why she run the meter while we were sitting inside the cab the whole time she was figuring out where she's going. We paid \$35.90 which is the original price coming from the meter." - - -	01/11/2012	03:00	pm		1182		bright green cab, 4 door, SF on the side, hatch back	No	SF International Airport	Mercy Center, . 2300 Adeline in Burlingame
1041854	1/11/12 8:36 PM	refused to pick up customer - - - Customer was in the cab line and this cab driver was driving down the street coming to the hotel. Cab had no one in cab. So customer was trying to hail this driver and he was yelling out of the passenger window and said he could not pick me up because of the deal he had with the door man at the St. Francis hotel. Then cab pulled up past me and door man ushered a man over to this cab and opened door for him.	01/11/2012	07:10	pm	Yellow_Cab_Co_op	1019		yellow	No	Union Square	
1042437	1/12/12 12:23 PM	Pedestrian stated: "I was crossing the street. This cab was behind another motorist and that female motorist was letting me cross. This cab started leaning on the horn, then he rolled down his window. I said she is letting me cross. He then started yelling at me, making threatening gestures, including stopping in the middle of the road." - - -	01/12/2012	12:22	pm	Metro_Cab	694		Metro Cab	No	14th & Alabama	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1042509	1/12/12 1:49 PM	Taxi driver states, "I am another cab driver who picked up a passenger who only speaks Spanish the patron told me that the cab driver ahead of me refused his fare and refused to take him to 2100 Webster because he had a baby and a car seat with him, and told him he was unable to take them. - - -	01/12/2012	01:45	pm	Yellow_Cab_Co_op	1291	999999	yellow	No	Palace Hotel at Market and New Montgomery	2100 Webster
1042824	1/12/12 10:23 PM	Caller states driver was weaving in a out of lanes, tailgating to the point that if i would have stop on the breaks he would have hit me. then at park presidio he went into the right turning lane and when the light turned green and i started to go straight i noticed he was was also going straight and he cut me off so i had to slam on my breaks to keep from hitting him. - - - Caller would only give her name.	01/12/2012	10:15	pm	Yellow_Cab_Co_op	192	9999	sedan yellow	No	lake & arguello going towards the beach	
1042842	1/13/12 1:59 AM	The caller states, "I pulled over a taxi for a friend who was a little tipsy and the driver stated that he would not take my friend unless I rode with him. I live in the other side of the city. He refused service even though my friend provided an address & Id. He denied the taxi service and kicked him out the cab. He asked for the money up front as well as additional money."  - - - Cab # 3113 - possibly	01/13/2012	01:54	am	Royal_Cab	3113		NA	No	Market & Valencia St.	NA
1042842	1/13/12 1:59 AM	The caller states, "I pulled over a taxi for a friend who was a little tipsy and the driver stated that he would not take my friend unless I rode with him. I live in the other side of the city. He refused service even though my friend provided an address & Id. He denied the taxi service and kicked him out the cab. He asked for the money up front as well as additional money."  - - - Cab # 3113 - possibly	01/13/2012	01:54	am	Royal_Cab	3113		NA	No	Market & Valencia St.	NA



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXST ART	TXTE ND
1043499	1/13/12 4:50 PM	This driver was in the line at the W hotel and the times three different groups approached from the nightclubs and he refused to give them a ride. We approached him and told him that he was first and he needs to take the passengers to their destination. He cannot refuse them just because it is a short ride or because they are not going to the airport. He dissagreed with us saying that they were not from the hotel. We told him that it does not matter because we are public servants and that is how things are done.He still refused so we had to call the manager of the W hotel. As the manager was on his way he started taking pictures of my car and my registration from every angle. He said that he was going to report me. I said go ahead. He can do what he wants. The manager of the W hotel said that he had to pick up the next customer that approached the vehcile or leave. So he finally agreed and did just that. I have the names and contact information of the two witnesses. Please contact me for that information. - - -	01/13/2012	04:00	am	Bay_Cab	837		8Z56515 - LICENSE PLATE	No	in front of the W hotel.	
1043624	1/14/12 4:13 AM	The caller states, "The driver said the credit card machine is down. I said this is a lie and all cab drivers are the same. I mentioned I did not have cash and he took the card. He took the card and asked for a tip. He said the total was going to be \$14.00 with the tip. He charged me \$15.10. I was giving him a \$4.00 tip for working with me, but instead he charged a \$5.00 tip. I was waiting for the receipt to sign it, but he did not give me anything and said it's okay. I said please give me a receipt. He gave me a receipt for \$15.10 and I asked if I had to sign and he said no it's fine. I called Royal taxi and provided the license # and the person stated they'll talk with him."  - - - License # - 0166001	01/14/2012	04:00	am	Royal_Cab	0019		NA	No	1015 Folsom St.	1430 Larkin St.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1043757	1/14/12 10:55 AM	PATRON STATED: "First off, his dispatch radio was blaring and I requested him to turn the volume down, and he screamed at me "I'M WORKING". Then he started talking on his cell phone for a few seconds before I asked him to turn it off, as that is illegal to drive while talking on a cell phone. Then he was rude at my other. He refused to tell us the destination, and he was on his cell phone before that. I will report Veterans the company, I want him to be fined and fired, or I will report them and you can tell them that. He was extremely rude after the fact, and he kept telling us he didn't know "where I'm going. I'm just taking you somewhere." I want him fired. I will make a big deal out of this. I am not going to let this go. I will follow up with this and take action. I'm ready to fly back out here for follow-up if I have to. I'm a lawyer from New York and I don't care if people are rude to me, but I do care when they are rude to my mom and I will take further action. The driver said, "I don't know where I'm going, I don't know where I'm taking you, and I'm not telling you where I am taking you. I don't know where Divisadero and Sutter is." I had to ask him several times before he said anything. This was a very scary experience for two out of town women, especially my mother." - - - PATRON STATED: "First off, his dispatch radio was blaring and I requested him to turn the volume down, and he screamed at me "I'M WORKING". Then he started talking on his cell phone for a few seconds before I asked him to turn it off, as that is illegal to drive	01/14/2012	10:50	am	Veterans_Cab	209		FOUR DOOR SEDAN, #209 VETERAN CAB	No	NIKKO HOTEL	DIVISADERO AND SUTTER
1043777	1/14/12 11:14 AM	The driver would not accept his taxi script. - - - Taxi patron state sthat the driver said he machine is broken to accept taxi script and requested cash from a visually impaired rider. The driver said the first cab said he would not accept it and then that driver took him to another cab and again was refused to accept his script.	01/12/2012	11:13	am	Town_Taxi_Cab	1237	9999	4 door sedan	No	Fillmore and Geary	2480 mission
1043938	1/14/12 4:12 PM	Passenger and her husband picked up the taxi at SFO. When the driver was getting close to San Francisco, the driver stopped in the middle of the freeway where there the2 freeways were split up. There were cars honking and going around the cab. The cab was in the right lane and the driver stopped in the middle for a minute and then went to the left side of the freeway onto the shoulder. Customers told the driver to go ahead and take the wrong exit and she would pay the extra fare. Driver told passengers that it was ok. He then accelerated and pulled into the freeway. A semi -truck came by and side swipe the driver's side back wheel side where the passengers were sitting. After the driver got into the City he ran a red light. Customer told the driver she has a baby and would like to live. Passenger stated that the driver needs to go to driving school, and he is not a safe driver to be driving people around. He should not be a taxi driver. Passenger also stated that driving is not his line of work. And that he is Very irresponsible. - - - Driver is very irresponsible and is not a safe driver.	01/14/2012	04:00	pm	Yellow_Cab_Co_op	196		Yellow cab	No	SFO	Westin Hotel on Market

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1043999	1/14/12 7:24 PM	Patron states that the taxi driver did not have his badge displayed and would not accept credit cards, only cash - - - n/a	01/14/2012	07:20	pm	Arrow_Cab	001		yellow and red, had arrow	No	stanyan and nearv Market & Taylor St	ofarrell and nowell NA
1044049	1/15/12 1:51 AM	The caller states, "The taxi picked us up and there was no credit card machine. The driver kicked us out the cab."  - - - Vina Taxi	01/15/2012	01:00	am			53907	NA	No		
1044050	1/15/12 1:58 AM	VERY OBNOXIOUS AND EXTREMELY RUDE TAXI DRIVER NOT WANTING TO ACCEPT A CREDIT CARD PAYMENT. - - - Patron stated, that "When I entered the cab there was an advertisement on the credit card machine stating "If you are curious, press the buttons to see what I can do";. After I read the advertisement I begin to press the buttons to see what the machine could do. The driver told me "Do not press those you can only pay by cash";. She also told me if I kept pushing the buttons I would break the machine. She was very rude and I asked for badge number and she refused to give it to me. I was cursed out by the driver. She used the "F" word and I was also called a C-u-n-t";. I paid my fare in cash and she gave me back the wrong change. I told her to give me the correct change because I didn't feel she deserved a tip. She finally gave me the correct change and told me to "Get the Fuck out of my cab!";. I felt this behavior was very inappropriate. I never intended to pay by credit card but she assumed so when I began to push the buttons to see what the machine could do!";	01/15/2012	12:35	pm	Yellow_Cab_Co_op	1116		Ford Sedan	No	China Town side of the Broadway Tunnel	2140 Pacific Ave
1044051	1/15/12 2:00 AM	The caller states, "The taxi picked us up and there was no credit card machine. The driver kicked us out the cab."  - - - 1025 - # listed in cab	01/15/2012	01:00	am	Veterans_Cab	1025			No	Market & Taylor St	NA
1044310	1/15/12 3:17 PM	we took a taxi from Jackson and Kearny to the Sir Francis Drake hotel. The driver took a tour of the financial district. We ended up at the Westin and not at the Sir Francis Drake. We ended up paying \$13. - - - long route and dropped off at wrong location	01/15/2012	02:45	pm	Yellow_Cab_Co_op	828		yellow cab	No	Jackson and Kearny	Westin St Francis

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1044486	1/16/12 7:25 AM	Patron caught cab from SFO to Los Altos and the meter read \$71.15, and the driver informed him that he would have to charge 50% more. The billed him \$108.00 for the cab ride because it was city to city. - - - cab company unknown	01/15/2012	11:45	pm		982		white minivan	No	SFO	Courty ard Marriot - 4320 El Camino Real, Los Altos
1044553	1/16/12 9:25 AM	turned meter on before patron got in the taxi - - - patron states :the taxi tried to rip me off, customer states that the tax driver turneed the meter on apx 2 blocks away, when I got in the taxi it had 3.50 on the meter&quot;	01/16/2012	09:10	am	Yellow_Cab_Co _op	167	167	yellow	No	Polk and Filbert	Californ ia and Presidi o
1044930	1/16/12 6:17 PM	Intended patron states, &quot;I asked if he took credit cards, he said no I don't take credit cards and I said, &quot;well, that's illegal.&quot; I did not get into the cab. - - -	01/16/2012	06:15	pm	Bay_Cab	913		Bay Cab	No	18th and Castro	
1045001	1/16/12 10:12 PM	Cab driver informed customers that it would be fine to make two stops in San Francisco, but refuse to comply half way through from SFO to San Francisco - - - Complainant stated they caught the desoto cab at SFO. The complaint was in a group of four and while they were at the SFO, they asked that the driver drop them off at two different locations in San Francisco. The cab driver said that it was not a problem. When the cab driver drove half way to San Francisco he told the complainant that he was not going to be able to drop them off at the locations unless they were close to one another. The complainant said to the cab driver that he should have said that before while they were at the SFO because they could have caught other cabs who would be willing. The cab started screaming at the complainant. The cab driver end up dropping the passengers off at Guerrero between 19th and 20th. Some of the friends started walking from Guerero and 19th St. The complainant at one point specifically gave the second address to the driver but he said that was too far. The address was on haight street.	01/16/2012	09:45	pm	DeSoto_Cab	2108		SUV Desoto cab	No	SFO	Guerrero between 19th St. and 20th St.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTEST ART	TXTE ND
1045393	1/17/12 11:53 AM	Customer paid with her credit card which the driver used his I Phone to swipe and charge even though there was a credit card maching on the dashboard of the Taxi. She wants a callback from the Taxi Commission because she believes the driver should of atleast informed her she was using an I phone for the payment. She's concerned that her credit card information would be stored in his phone. - - - Taxi's Lic# was 8X99581	01/18/2011	11:50	am	Yellow_Cab_Co_op	191		SUV	Yes	755 So. Van Ness	1625 Eddy St
1045679	1/17/12 4:55 PM	I was waiting at Union an Stockton at the bus stop cab comes up pulls up in front of bus blocking intersection. The bus driver taps the horn , the cab driver gets out starts yelling at the bus driver and puts the stuff in the trunk, while taking his time. I was waiting at intersection and told him you are in the wrong - He says Fuck you and mind you own business. - - - I was waiting at Union an Stockton at the bus stop cab comes up pulls up in front of bus blocking intersection. The bus driver taps the horn , the cab driver gets out starts yelling at the bus driver and puts the stuff in the trunk, while taking his time. I was waiting at intersection and told him you are in the wrong - He says Fuck you and mind you own business.	01/17/2012	04:34	pm	Yellow_Cab_Co_op	753		Yellow cab	No	Union and Stockton	N/A
1045684	1/17/12 5:01 PM	All the Taxis IFO Mascone Center are refusing any fare not going to airport. There are 10 people trying to get into a Taxi and noone cannot get service. there are 30 cabs lined up which is ridiculous. Unless the city comes down on these taxi companies and send someone out to watch what's going on, it's just gonna continue. - - -	01/17/1210	05:01	pm				NA	No	Mascone Center	NA
1045805	1/17/12 9:19 PM	Patron said two Yellow Cab drivers disabled credit card machines and would not accept credit card as payment to avoid paying 5% surcharge. See details below - - - Driver tried to run credit card, unplugged machine, turned off vehicle, restarted vehicle and said he was unable to process transaction and would accept any cash patrons had	01/17/2012	07:15	pm	Yellow_Cab_Co_op	476		yellow Ford Escape small SUV	No	Californi a and Presidio	Hyde and Green
1045811	1/17/12 9:30 PM	Patron said that Yellow Cab driver would not accept credit card as payment to avoid paying 5% surcharge - - - Patron tried to run credit card in credit card machine in back seat which was not working. Driver tried to run the machine and said patron card was expired and took patron to an ATM and asked patron to pay cash. Patron confirmed credit card is not expired. Driver said many cabs do not want to accept credit cards because they have to pay 5% surcharge	01/17/2012	09:15	pm	Yellow_Cab_Co_op	799		yellow Ford Escape small SUV	No	Union and Hyde	Pierce and Chestnut

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1046631	1/18/12 8:09 PM	Driver cut me off. he pulled out of twin peaks gas station and made a right turn onto portola and thats when he cut me off. He cut somebody else off a minute later. when he cut me off he got into the second to the left lane which was left turn only lane. when the signal turned green he went straight even though it was a left hand turn lane and cut the driver in front of me off and cut me off by proxy and did not make any signal to change lanes but i could tell by the way his car was positioned that he was going to do so. hes going 45 mph in a 40 mph zone on junipero serra south of ocean ave. - - - na	01/18/2012	08:08	pm	Bay_Cab	39		bay cab with phone number on the back, 8x64453 was the license plate number, white toyota prius	No	na	na
1046773	1/19/12 8:15 AM	Caller comes to the city once a month for a week and travel from the Sir Francis drake to General Hospital. When passenger got in Luxor cab they told driver where to go and provided a map. Passenger said to the driver what street they wanted the driver to take. The driver did not care to look at the map and the driver told passenger that the road the passenger wanted to take was closed. Passenger told driver that they been using this route every day this week and the street was open. The driver took some other route and the fare cost passenger was \$5.00 more they any other ride this week. Passenger feels they over charged and the driver took some strange to go to the same place cast the passenger more. - - - Passenger up set that this incident of being over charged in San Francisco	01/19/2012	08:12	am	Luxor_Cab	973		Luxor		Drake Hotel 10 minutes to 8	San Francisco General Hospital
1046867	1/19/12 9:42 AM	CUSTOMER STATES THAT THE DRIVER WAS DRIVING RECKLESSLY. I WAS ON 5TH STREET NEAR BRYANT I WAS TRYING TO GET OVER BECAUSE I NEED TO TURN. I HAD MY BLINKER ON AND EVERYTHING. THE DRIVER JUST PULLED UP FROM BEHIND ME AND BLOCKED ME WHILE I WAS TRYING TO GET OVER. HE WAS AGGRESSIVELY BLOCKING ME FROM GETTING OVER AND STARTED HONKING AT ME. - - - CUSTOMER STATES THAT THE DRIVER WAS DRIVING RECKLESSLY. I WAS ON 5TH STREET NEAR BRYANT I WAS TRYING TO GET OVER BECAUSE I NEED TO TURN. I HAD MY BLINKER ON AND EVERYTHING. THE DRIVER JUST PULLED UP FROM BEHIND ME AND BLOCKED ME WHILE I WAS TRYING TO GET OVER. HE WAS AGGRESSIVELY BLOCKING ME FROM GETTING OVER AND STARTED HONKING AT ME.	01/19/2012	09:40	am	Yellow_Cab_Co_op	1056	99999	YELLOW CAB	No	N/A	N/A

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1047223	1/19/12 4:05 PM	Pedestrian stated, "We were walking on Beach street towards Leavenworth St. We were approachng 550 Beach Street. There was a curb cut at the location and the American Cab driver almost ran us off the street. I had to pull my mom off the street to avoid being hit the cab. Then another cab that was right behind him was furious because I think the Amercian Cab driver had cut him off."" - - - n/a	01/19/2012	03:35	pm	American_Cab	745		American Taxi Cab, maybe SUV type	No	n/a	n/a
1047250	1/19/12 4:37 PM	Caller stated "I have paratransit, he gave me a free ride and he couldnt take my paratransit card. I think thats outrageous. He gave me a free ride. He shouldnt have to pay for my ride."" - - - NA	01/19/2012	04:30	pm	Fog_City_Cab	1128	999999	NA	No	Westfiel d Shoppin g Center	Polk and Union
1047268	1/19/12 5:02 PM	failure to comply and very rude and discourteous and became very threatening - - - got into cab and told him I needed to p/u someone at the fairmont and we got there and the person was running a few minutes late and the driver started to get agitated customer told driver she would pay him to wait and the driver got all mad and started talking in a threatening manner, saying he did not make money sitting around, so customer told driver he did not need to talk to her like this and that she could just get out and not pay and driver still kept it up so customer got out and the cab driver kept yelling and then called customer a fucking bitch. This got very escalated and was very scary for the customer.	01/19/2012	05:55	pm	Royal_Cab	161		red and gold	No	Hyde and leavenw orth	Fairmo nt
1047358	1/19/12 9:26 PM	Caller stated "I was riding a cab and the cabbie accidentally overcharged. We called the company and they said they wouldnt be able to refund me for several weeks. They didnt make any effort to help me out any further. They said I could call tomorrow morning, but it doesn't seem that any other business in the world does that to me."" - - - NA	01/19/2012	09:17	pm	Yellow_Cab_Co _op	749	999999	Yellow SUV, Ford Hybrid	No	23rd and Valencia	17th and Noe
1047481	1/20/12 9:01 AM	MUNI operator stated I was on the left lane for MUNI buses only the cabbie drove on the in the left lane instead the cabbie drove into the only left lane for buses all the way to 1st street & Mission and made left turn onto Mission street the cabbie almost ran into the MUNI bus the cabbie had customer on board. - - - n/a	01/20/2012	08:40	am	Yellow_Cab_Co _op	1104		Small	No	Bush	Battery
1048047	1/20/12 11:28 PM	Patron states "I was on the corner of columbus and broadway trying to hail a cab. the cab pulled up and as i was reaching for the handle the cab driver asked where i was going. when i said where i was going he pulled away and i sliced my thumb on something on the door."" - - - n/a	01/20/2012	11:10	pm	DeSoto_Cab	499		desoto logo, minivan, phone number for desoto on bus	No	columbu s and broadwa y (SW corner)	n/a

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1048062	1/21/12 12:40 AM	Taxi driver physically pulled patron out of his cab. - - - Patron stated, that "There was a \$42 fare getting out the cab at the Drake Hotel and I asked the driver "Can I get a ride?". The driver said "My meter is broken and there will be a \$17 minimum to go anywhere in the city". I was paying with a credit card and I saw that my Taxi credit balance was \$46. I told the driver, "Thats not correct, I catch the cab in the city and the fare should be about \$13". Thats when the driver told me "Get the fuck out of my cab!". He then can around and grabbed my legs and pulled me out of the cab! I believe the cab numbers were 1534 or 1535, something like that!";	01/21/2012	12:30	am				Brown and Gold colore Mini Van or SUV - Not DeSoto or Yellow Cab	No	Drake Hotel	
1048070	1/21/12 1:54 AM	Credit card machine not working - - - Patron stated, that "When I told the driver I was paying my credit card, he told me his credit card machine was not working and he refused my fare.";	01/21/2012	01:50	am	DeSoto_Cab	1371			No	4th and Townsen d	
1048101	1/21/12 7:58 AM	PATRON STATES: THE DRIVER WAS DRIVING TOO FAST AND ERRATICALLY AND TAILGATING IN POOR WEATHER CONDITIONS. WHEN I ASKED HIM TO SLOW DOWN HE SAID HE HAD ANOTHER FARE TO PICK UP. WHEN I TOLD HIM I WANTED TO ARRIVE AT MY DESTINATION IN ONE PIECE, HE AGREED, AND TOLD ME TO LEAVE THE CAB AND I AGREED. AND AS I WAS LEAVING THE CAB THEN HE INSULTED ME. - - -	01/20/2012	07:30	pm	Yellow_Cab_Co_op	277		MINI VAN	No	B OF A ON 555 CALIFOR NIA	LAGAU NA AND CALIFO RNIA
1048243	1/21/12 12:15 PM	Patron states this morning about 11AM I pulled over a cab at Fillmore and Mcallister a green cab number 1252 he pulled up and he cracked the window and i asked did he take paratransit and he proceeded to ask me to see the card first and I asked why and he said he wanted to check the validation on my card and I was not going to stand outside while he did he that and I didnt appreciate being questioned like that and my complaint is I have had this problem with one other driver that asked to see the card first and I believe they are not suppose to do that. So that causes a confrontation there, right off the bat the person is judging me. I told him to go on because he just cracked the window and wouldnt let me in the cab. I am disabled and I walk with a cane. - - -	01/21/2012	11:00	am	Green_Cab	1252	9999	Green, small vehicle		n/a	n/a



## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1048261	1/21/12 12:44 PM	Caller called to file a complaint in regards to the Cab Driver for driving recklessly. The caller stated that the driver was flooring his car at people at the cross walk, honking his horn to pedestrians, cyclists, and motorists, and cutting people off. The caller stated at the end of her cab ride, she told the driver he drove like a jackass. The cab driver flicked her off and continued to yell at her as she walked on by. The caller told me that the cab driver called her a Bitch and told her to never get in his cab again. - - - Caller called to file a complaint in regards to the Cab Driver for driving recklessly. The caller stated that the driver was flooring his car at people at the cross walk, honking his horn to pedestrians, cyclists, and motorists, and cutting people off. The caller stated at the end of her cab ride, she told the driver he drove like a jackass. The cab driver flicked her off and continued to yell at her as she walked on by. The caller told me that the cab driver called her a Bitch and told her to never get in his cab again.	01/21/2012	12:35	pm	Fog_City_Cab	680		Bright Green Prius	No	Holiday Inn at Fishermans' Wharf	Union Square
1048457	1/21/12 8:30 PM	Patron states "i was on the corner of ofarrell and jones . i was walking across the street and i saw the guy from one of the corner stores walking in front of me. a man pulled up in his luxor cab. the taxi driver got out of the taxi and he shouted to his friends nad he held up a white iPhone or a white holder with the iPhone in it. He held it up to the store owner and he asked him how much would you give me for this. It occurred that you that you wouldnt be driving a taxi your iphone on with the earphones connected to the iPhone. I called LUXOR but i dont know what the driver will tell them. I had my phone taken in a taxi cab and I can imagine what that person is feeling. Id someone wants to talk to me to give a statement they can call me." - - - n/a	01/21/2012	08:15	pm	Luxor_Cab	1051		Luxor cab, had 1051 cab number on the cab, 4 door sedan	No	ofarrell and jones	na
1048500	1/22/12 2:48 AM	Caller states the driver drove wrecklessly. There were 3-4 occassions when the driver ran a red lignt. There were times when there were cars coming from the other direction as he ran the lights. He passed some police cars and he would slow down but then he would accelerate continue doing what he was doing. I lived in New York and never experienced anything like this. It was very disconcerting to me. - - - Caller did not know the cab company	01/22/2012	02:38	am		484	9999	Sedan yellow in color	No	900 Bush st	50 3rd st

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1048501	1/22/12 2:57 AM	The caller states, "In the cab from the Castro the driver wanted my friend and me to make out. He stated he would give me a 10% discount. He grabbed my face and said he'll pull the taxi over. I said, "Please don't touch my face." I was terrified. I asked him to please get us to our hotel. He told us the amount, but we did not want to pay. The bill was \$17.25 and we gave him a \$20.00 bill so he would leave. There were 2 females and 2 males. If there were 2 females, I'm not sure what he would have done."  - - -	01/22/2012	02:15	am	Yellow_Cab_Co_op	9099		Yellow	No	Castro District	250 Beach - Radisson Hotel
1048851	1/22/12 9:03 PM	Driver was giving customer the run around to build his meter fare - - - Customer call for a cab for pick up from 18th and Castro to be dropped off at 2 Geneva. Customer told driver to exit Ocean and was told to make a left turn on Plymouth. Driver went 3 blocks before he made a left turn. Customer told driver to go back and go to 2 Geneva. Customer had to get out the cab at Ocean and Jules Street. Customer then got out the cab because driver was giving her the run around to build up his meter.	01/22/2012	08:30	pm	Arrow_Cab			Yellow cab	Yes	18th and Castro	Ocean and Jules
1048901	1/23/12 1:22 AM	Taxi driver wanted to charge a \$20 flat rate, to include tip and not use the meter - - - Patron stated, that "It was 3 of us and when we got into the cab we told the driver we had 2 stops. He said "Ok, you better have a good tip";. The driver then told us, "I have a deal, I'll charge you \$20 to include the tip";. He didn't start the meter. I told him I didn't want to take the deal (My trip is usually only about \$13). We got out of the cab and my boyfriend asked for his name and told him we were going to report him. The driver got all nervous and things. We end up getting another cab but this was wrong and we wanted to report it!";	01/23/2012	01:10	am		226		Possibly green and white - Ford/S Cab		Columbus and Vallejo	
1049265	1/23/12 12:51 PM	n/a - - - Customer stated I took taxi from SFO to San Jose Airport the meter says \$99.75 the cabbie wants to charge her \$150.	01/23/2012	12:50	pm	Luxor_Cab	968			No	SFO	San Jose Airport
1049699	1/24/12 4:34 AM	driver did not have the meter on ....charged a random amount - - - per patron - the driver did not have the meter on, I asked the driver about 10 mins into the ride - why isnt the meter on... he said I requested it. what i said was - dont start before 4am.. per the hotel the cost is 35.00, he charged me 50.00	01/24/2012	04:00	am	Town_Taxi_Cab	1187	54405	yellow suv lic plate number 86715C1	Yes	market	8th

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTEST ART	TXTE ND
1049699	1/24/12 4:34 AM	driver did not have the meter on ....charged a random amount - - - per patron - the driver did not have the meter on, I asked the driver about 10 mins into the ride - why isnt the meter on... he said I requested it. what i said was - dont start before 4am.. per the hotel the cost is 35.00, he charged me 50.00	01/24/2012	04:00	am	Town_Taxi_Cab	1187	54405	yellow suv lic plate number 86715C1	Yes	market	8th
1049813	1/24/12 8:45 AM	Pedestrian states there was a lady with two young kids crossing the street.The taxi cab was on Sutter and made a right turn on Larkin St.The lady was in the crosswalk in the right of way.The taxi made the turn very fast almost hitting the kid.The lady started yelling at the cab.Had the lady not pulled the kid it would had been ugly.The kid was about about a step behind her mom.The driver was not looking he did not turn his head.To me it look like he did not like latinos because the lady and kids were latino.The way he was looking he looked racist. - - -	01/24/2012	07:40	am	Crown_Cab	9999			No	Larkin St and Sutter	
1050551	1/24/12 6:18 PM	See below for details. - - - I was in line. cab pulled up and I got in, I told driver I needed to go to the Sutter St garage, he asked me &quot;can't you just walk over there.&quot; So I got out of the cab.	01/24/2012	06:05	pm	Luxor_Cab	2222		Red and white	No	Hyatt Hotel - 4 Embarcadero Center	
1050575	1/24/12 7:22 PM	flagged cab down, he asked me where I was going.. I told him 333 Bush and he told me no..and drove off - - -	01/20/2012	08:20	am		2227	99999	Caller thinks it was white.	No	mason and sutter	
1050593	1/24/12 7:59 PM	almost ran us over (crossed bike lane with no signal) - - - License plate # 8M15149	01/24/2012	07:53	pm	Yellow_Cab_Co op	711		n/a			
1050652	1/25/12 12:08 AM	patron stated that &quot; the driver of the cab refused to take a credit card payment after the patron reached the patrons destination&quot;; - - - Customer called for complaint.	01/25/2012	12:00	am	Yellow_Cab_Co _op	688	9999	Yellow	No	16TH Street & Harrison	Mission and 20TH Street
1050664	1/25/12 4:24 AM	The caller states, &quot;I asked the driver to take me somewhere and he flagged me away. He also said he did not care if I made this call.&quot;; - - - license # 8UC9503	01/25/2012	04:24	am	DeSoto_Cab	2090	771	NA	No	445 O'farrell St.	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1050986	1/25/12 12:00 PM	3 people got into the Luxor cab at SFO. Two passengers sat in the back and the customer asked if it was ok to sit in the front. All passengers got in cab and everything was ok. The driver then started driving really fast and in a dangerous manner (weaving in and out). Customer jokingly said to the driver 'Try not to kill us' and the driver got mad and started cursing and screaming and slamming on the brakes to scare the passengers. The driver told customer he does not accept American express and claimed the machine was not working. Customer asked to be dropped at the next exit. The driver refused. He complained about where he had to drop the passengers off. He did not want to go to the customer's destination. He also refused to let passengers out. He finally got controlled of himself and apologized. But he seems to be out of it. The passengers were very nervous and were afraid that he was going drive off the road. He was very explosive all over the place. The driver finally arrived at the hotel and customer paid in cash. Customer is requesting that this driver should be taken off the road and not to be driving. Customer thinks he might be under some kind of influence or something. - - - Unsafe driving, anger management problem, refused to comply, and under some kind of substance.	01/25/2012	11:00	am	Luxor_Cab	232		Luxor. SUV white and red.	No	SFO	Argonaut Hotel on Hyde and Jeffers on
1051235	1/25/12 4:04 PM	Driver misconduct - - - Patron states "the driver got out his cab on Union street, between Leavenworth and Polk, and stepped into the arch of the building and proceeded to urinate. I looked at him; he looked at me and continued."	01/25/2012	12:50	pm	National_Cab	302			No		
1051379	1/25/12 6:31 PM	Motorists states that "I was on 19th Ave heading north and trying to merge onto Brotherhood Way. As I was merging there was a lot of traffic, coming from the driver's side, left hand side, the taxi cut in and was inches hitting my vehicle, where he was perpendicular to my vehicle. I did honk my horn because I didn't want him to hit my vehicle. As we all got on at Brotherhood Way heading west, I tried to get around him and when I went back over on the right hand lane, he turned his high beam and started flashing at me". - - -	01/25/2012	06:20	pm	Royal_Cab	416		Royal Cab, Nissan Altima Hybrid, License plate # 56790b1, maroon, yellow and silver in color	No	NA	NA
1051720	1/26/12 11:08 AM	Caller states drivers refused paratransit. Driver stated they only take CC and Cash. - - - Caller states drivers refused paratransit. Driver stated they only take CC and Cash.	01/26/2012	11:00	am	Yellow_Cab_Co_op	397		Yellow cab	No	Powell and Gearv	DMV

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1051924	1/26/12 2:36 PM	Patron stated, "I was waiting for a cab on the ramp at the Palace Hotel. A Desoto cab pulled up. I asked the cab driver to take me to Emeryville. The cab driver refused. The driver said he has been waiting for 2 hours and he didn't want to take me there. I ended up taking the second cab on the ramp and this driver took me. The second driver said he probably wanted to go to the airport instead of Emeryville." - - - n/a	01/26/2012	06:05	am	DeSoto_Cab	654		4dr sedan	No	Palace Hotel at 2 New Montgomery St	Amtrak station in Emeryville, CA
1051964	1/26/12 3:07 PM	I would like to report that this driver said that I had to pay cash because the credit card machine was not working. - - -	01/26/2012	02:45	pm	Town_Taxi_Cab	95			No	Chestnut	29th and San Jose
1052208	1/26/12 11:37 PM	Customer states that "when he first pulled up at Marriott, the first thing he said to me was "cash only" but the vehicle has a lot of major credit card logo on it. So I agreed to pay cash and I got in and I told him my address and that was the time he became very aggressive with his driving. He drove really fast, he roll thru stop signs and twice I thought, he almost hit 2 pedestrians crossing the streets. I didn't feel safe inside the car." - - -	01/26/2012	11:26	pm	Town_Taxi_Cab	869		Town Taxi Cab, yellow SUV	No	Marriott at 4th and Market	Russian Hill (2727 Polk St )
1052211	1/26/12 11:52 PM	Patron states that the taxi driver forced the patrons to pay twice. once when he dropped off the first person and then he restarted the meter again with the \$3.50 drop fee. This happens all the time but this guy actually yelled at us about this. he was screaming incoherently at us and he said you have to it doesnt matter. - - - n/a	01/26/2012	11:45	pm	Yellow_Cab_Co_op			yellow cab, sedan, with longer trunk,	No	clay and sansome	kearny and green and then noe valley
1052820	1/27/12 5:17 PM	see below - - - Customer states: He hopped on a Yellow Cab number 46. Driver didn't respond to me after I said "Good Afternoon." The first thing he said to me was "Do you have cash?" He stopped the cab right after I said no. There was a card machine in the cab. I ended up staying in the cab and have him drive me to an atm and get cash.	01/27/2012	04:50	pm	Yellow_Cab_Co_op	46	41669	Yellow Cab	No	California and Mason	14th Street and Valencia
1052876	1/27/12 7:42 PM	i called yellow cab from 505 parnassus at 715pm they told me a cab would be here at 730p the cab came at 730p and inside of picking me up he picked someone else up i called back and asked what happened to the cab and he said oh he picked someone else up, and i am left here waiting with my 92yr old aunt. - - -	01/27/2012	07:30	pm	Yellow_Cab_Co_op						

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1052899	1/27/12 10:06 PM	Patron states that i was picked up the airport and his cab said he accepted credit cards and i asked him if he accepted credit cards because on the meter is said cash only. he made a stink about it and i said if you dont accept credit i would be glad catch another cab. we went to my residence in the sunset and as we were being dropped off the total fare for \$48 and i paid him \$52. and he starts getting testy and says no tip? no tip? and i said yes its \$4 and then he was complaining that it wasnt good enough of a tip and then i asked him for his medallion number and he was refusing it and as i was signing my credit card and on the receipt i write down his medallion number and he got testy. He had me locked in his car for a while and he wouldnt let me out and finally the doors open up and takes my luggage out of the back and tosses my luggage on the ground. he relized then i had the receipt. I told him im done talking to you and im calling your manager and his manager said he would take him off the road and then he started making threats saying do you have a family? I said sir thats none of your business im not discussing that with you. Im talking to your manager. I had the manager on speaker phone and the boss was telling him to calm down. - - - n/a	01/27/2012	10:05	pm	Alliance_Cab	9018		on the outside of the cab it said Anchor cab (had phone numbers for comfort/alliance cab in red) white cab, van cab.	No	SFO	10th and lincoln
1053160	1/28/12 2:34 PM	Customer states: The cab driver told me there's additional \$1.50 if I use credit card for payment. The meter showed \$46.95 and he illegally charged me additional total fee of \$5. When I asked for receipt, he simply said 'Can't do it with his machine.' I have taken pictures of the meter with actual fare shown, and also of the cab which I can provide if needed. Thank you. - - - Have also filed complaint with Yellow Cab directly who suggested me to file a formal complaint through 311 as well.	01/28/2012	02:30	pm	Yellow_Cab_Co_op	763		Yellow Cab	No	SFO	Golden Gate Ave/St einer St
1053177	1/28/12 2:55 PM	refused to pickup - - - Patron states "I was attempting to get into the cab, the driver locked his doors and told me to take another cab. I then watched him pick up another fare immediately as I caught the cab behind him."	01/28/2012	02:30	pm		9015		small SUV white/red/brown	No	Pier 39	
1053268	1/28/12 6:13 PM	Taxi driver jumped the line in front of caller (who is also a taxi driver) then cursed at the caller and drove off with a customer. - - -	01/28/2012	06:08	pm	Arrow_Cab	300	999999	toyota prius, red and white	No	Caltrain Station	NA
1053409	1/29/12 9:59 AM	I was j- walking and taxi was driving way too fast - approx 30 mph eastbound on waller and he came withing 15 feet of hitting me - - - on Waller near Stanyan	01/29/2012	09:56	pm	DeSoto_Cab	374		Toyota Prius	No	n/a	n/a
1053730	1/29/12 5:49 PM	For Yellow Cab, the automated phone service will not allow you to cancel a preordered cab. - - - n/a	01/29/2012	05:49	pm	Yellow_Cab_Co_op			Yellow Cab	Yes	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1053844	1/30/12 12:31 AM	The Motorist Stated: "I was heading eastbound on carmel he was driving southbound on clayton veering onto twin peaks blvd.  He had a red light, I had a green light. He went through the red light and almost hit me. He came within moments from t-boning my car."" - - -	01/30/2012	12:25	am	Luxor_Cab	438			No	n/a	n/a
1053885	1/30/12 6:24 AM	SEE BELOW - - - PATRON STATES HE GOT INTO THE CAB, HE ASKED THE CAB DRIVER TO CLOSE THE WINDOW, PATRON STATES THAT THE DRIVER SAID TO PATRON "CLOSE YOUR WINDOW IN THE BACK" THE PATRON STATED THAT HE SAID TO THE DRIVER MY WINDOW IS CLOSED, PATRON STATES THAT HE THEN ASKED THE DRIVER TO CLOSE HIS WINDOW IN THE FRONT AND THE DRIVER THEN TURNED UP THE MUSIC, PATRON STATES THAT HE THEN TAPPED THE DRIVER ON THE SHOULDER AND ASKED IF HE COULD TURN DOWN THE MUSIC AND THE DTIVER SEEMED TO BE IRRITATED AND STATED "YOU HAVE TO BE KIDDING ME. PATRON STATES THAT HE TOLD THE DRIVER I HAVE A COLD. PATRON STATES THAT THE DRIVER WOULD NOT ROLL UP THE WINDOW, PATRON STATES THAT HE THEN ASKED THE DRIVER TO LET HIM OUT OF THE CAB.	01/30/2012	06:05	am	Yellow_Cab_Co_op	614			Yes	3008 CLAY ST	BRODE RICK AND PINE ST
1054012	1/30/12 9:22 AM	Passenger stated: Took a cab and driver was driving pretty close to the car ahead of him. He was also banging on the steering wheel. Once we get to the hotelthe meter was \$70.00 and I gave him \$80.00 He refused to give my change and plus he nearly throw me out of the cab. I also was asking for a receipt coz i needed to get remimbursed for business expenses. And he said he does not do that sort of thing and i do not know what that means. I did not even insist. I would have given him a tip but when he started acting like that I just got off and not argue with him ..there is no point. - - - License Plate# - 52715B1	01/29/2012	11:00	pm	Yellow_Cab_Co_op			Yellow, mini van type	No	United Terminal at SFO Airport	Oakland City Center Marriott
1054385	1/30/12 1:44 PM	Caller states, "I have this thing that is blocking my view, I cant turn it off. I am watching offensive things and I cant turnt he sound off this is stressful to me. I should be able to turn this off. It is also blocking my view."" - - -	01/30/2012	01:42	pm	Luxor_Cab	9049	48396	n/a	Yes	unknown	unknown

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1054461	1/30/12 2:40 PM	Patron states: "He put his signal on to come into my lane, I was too far ahead to let him in, he noticed he turned the blinker off, he still came into my lane and I had to swerve into my lane. I noticed he was wearing ear things he was distracted, listening to music or something. He didn't look over at me or at anything. He did not hear me honking to let him know I was in the lane he tried to overtake. If he had heard me he wouldn't have tried to overtake the lane. We were sharing the lane for a few feet I didn't appreciate that. - - -	01/30/2012	02:05	pm	Arrow_Cab	9098	9999	Arrow checker cab	No	101 North at approximately Cesar Chavez. Driver turned onto Vermont St	NA
1055515	1/31/12 11:05 PM	Caller was almost hit by a Desoto cab - - - Pedestrian stated: "On 1/27.2012 at 8:00 a.m., I was walking up on Clay at Taylor, I was waiting for a pickup truck to cross, the desoto cab was on Clay turning right off Taylor. Clay is a one way street going downtown. He stops and he started to turn, so I thought he was waiting for me to cross, but he did not and started to proceed. I was already crossing when he made that turn. I had to jump out of his way to avoid being hit. As I jumped I sustained injury to my left knee. The Desoto cab was going between 5 and 10 miles per hour as he was turning. He did pull off to the side right away. I also retained a witness name and phone number. I had to go to a hospital in over 20 years I haven't been to a hospital. The Desoto cab driver reported the incident to Desoto Cab company, and I was waiting for an investigator from the company to arrive, but they never did. A police report was never made. I planned on filing a police report regarding this incident."	01/27/2012	08:00	am	DeSoto_Cab	393		2008 Toyota Prius Hydrid, Blue white colored	No	Clay & Taylor	Clay & Taylor
1056037	2/1/12 2:23 PM	Refusal to take a credit card - - - Customer stated "I got into a Taxi, asked if he takes credit cards, he did, but he insisted that I pay him in cash. He explained that sometimes the machine is down; I asked if it was down now, he said No. He kept insisting to stop at an ATM. I did not. I gave him my credit card and he said it was declined. I had to borrow money from my neighbor to get him off my back. He was just Rude."	02/01/2012	01:52	pm	Royal_Cab	14		blue/golden	No	Harrison and 5th	18th and Noe



## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1056136	2/1/12 3:37 PM	Patron stated, "A friend and I caught a cab at the corner of Golden Gate and Taylor right where it meets Market. It was a Yellow Cab #626. My friend told the driver that we were making 2 stops. Her stop which is the closest stop at the Tenderloin. As we were getting closer to her stop. I told the driver that she lives close to the Tenderloin and the next stop where I live is in the Excelsior. That is when the driver said, "No, I'm not taking you there because my shift is over." My friend said, "Aren't you supposed to take her there because she is already in your cab?" He just kept saying, "No, my shift is over." At that point, I didn't feel safe having him take me home. So I got off the cab at Geary and Polk and took another cab home." - - - n/a	01/29/2012	11:30	pm	Yellow_Cab_Co _op	626		Yellow Cab, new 4 dr sedan, maybe a Toyota	No	Golden Gate and Taylor	Geary St and Polk St
1056285	2/1/12 6:28 PM	I was in the taxi cab and the driver told me the credit card machine doesn't work and that he would need to use the slip because I didn't have any cash. He called me a "fucking bitch" and finally gave me the slip. He then flipped the card and took down my 3 digit security number which I felt uncomfortable with so I took it back with the slip and put it in my purse. He then threatened to call the police because I didn't have cash. I tried to get his credentials but it was no where posted in the cab. My girlfriend came running down to the cab from the restaurant to pay him. The meter was at \$7.35 and I was going to give him tip but he let the meter run while he was swearing at me. When I handed him the \$9 cash, I asked for his name and he said my name is "fuck you." My girlfriend is a witness to this. - - -	02/01/2012	06:25	pm	Bay_Cab	378		White, Prius, BAY CITY CAB	No	Kearny between Sacramento and California	1800 Montgomery St @ Hillstone Restaurant

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1056405	2/2/12 7:07 AM	Taxi ran a stop sign at /Division and Henry Adams - - - patron states "The taxi ran, the stop sign, he stopped the taxi after he went through the stop sign, I almost hit the taxi, he went towards 7th st, he went to the statbucks I followd him there, there were 2 police officers there that I explained what happened, I approacheed the taxi driver and "i told the taxi driver, "you went through the sign, the taxi driver argued stating It was my fault" patron states "I padded the man on the shoulder, the taxi Driver shouted "don;t touch me" patron stated to the taxi "no hard feelings" the police had to calm the man down he appeared he was not having a good day, " I called the dispatch number off the taxi and "the dipatched told make sure you make a complaint we need to get some of these drivers off the streets"	02/02/2012	06:15	am		139		n/a only has phone # 285-3800		n.a	n.a
1057016	2/2/12 5:39 PM	Caller stated "I was staing at the Fairmont Hotel and walked outside. There was cab 309, he was first in line. I got in, game him the address on Pacific. And I got this big long look like he was really annoyed. I asked where that was. He said yeah, Sacramento! And he was already pulling away from the hotel. He said Id rather be taking you to Sacramento. I said if you didnt want to take me to Pacific, just turn around and take me back to the hotel. He said I cant do that. Then along the ride, he asked me how I was doing, like he was trying to be friendly. I said that I was sick. He said why, because of me? He was just being very sarcastic. I didn't appreciate his attitude. Clearly he didnt really care. All I wanted to do was get out of the cab. I was so nervous about being in the cab, I emailed his medallion number to the person I was meeting. He pulled up the hooide over his head so I couldnt even see his face. When wwe got to the location, the fare was \$6.35 and I handed him \$10 and said I need change. And he said, how much? I said just give me my money. I kept \$2 and he kept \$0.65. In hindsight, I shouldnt have given him a tip at all. As I said, I gre wup in NY, Ive taken cabs in all over the world and this guy was the rudest cab driver Ive ever encountered." - - - NA	02/02/2012	11:30	am		309	999999	possibly white	No	Fairmont Hotel	490 Pacific

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1057092	2/2/12 8:11 PM	Caller stated "The cab driver kept looking at me in the rearview. He had one hand on the wheel and one hand in his pocket and I kept hearing a clicking sound. I got to market and gough to go to valencia and duboce and the meter jumped up 3x! I said you should have your meter checked when we got to Valencia and Duboce. He asked me what I was talking about. I said that I would call the police and when they got here that I would tell him what I was talking about. He got scared and offered to give me the money back. I said to keep the money because he needs to earn a living. But he should earn it the honest way." - - - NA	02/02/2012	01:30	am	Yellow_Cab_Co_op	124	999999	yellow	No	Californi a and Gough	Valenci a and Duboce
1057446	2/3/12 11:49 AM	this driver is very unsafe,and may hurt someone - - - this driver was driving very unsafely,honking his horn and driving very erratically, I am a city employee who was driving in a city vehicle going around 25MPH in a 25MPH zone,this driver got right up on my bumper and tried to make me drive faster,when I wouldn't drive faster he passed me on the double yellow side, going into the oncoming traffic lane,then when we came to a stop light he rolled down his window and said the F word to me with a passenger inside his vehicle,this driver is totally out of control and is going to get someone hurt if he keeps driving like this,if you need further details don't hesitate to call me at the # provided 415 572 3793.	02/03/2012	11:46	am	SF_Taxi_Cab	1285	000000	SUV taxi cab, plate # 8x99246	No	n/a.	n/a.
1057532	2/3/12 1:36 PM	would not accept paratransit card - - - Rock Star cab driver # 42210 The driver won't let us out of the car Phomas Dao is cab driver name. She won't let us out of the car as we are trying to pay with paratransit and she won't accept this. This is illegal to do so. She has trapped us in the taxi for over 20 minutes now and we are now late for my disabled husbands doctor appointment. We dispatched for this cab and even told them it was Paratransit. My husband is disabled. We are ifo the Dr. ofc right now. She still won't let us out.	02/03/2012	01:40	pm		9956	42210	white	Yes	420 Berry	1600 Divesa dero
1057720	2/3/12 4:16 PM	Patron called about 3:20 for a pick up at 3:30-3:35 and then at 3:50-3:52pm he received an automated callback that they could not fulfill the order. - - -	02/03/2012	03:20	pm	Yellow_Cab_Co_op				Yes		
1057728	2/3/12 4:26 PM	caller stated that he called at 3PM, as as 4:26 he has not been picked up,he has called back to the taxi company 4 times and he has been told that they are working on it, he as seen 7 vehicles from this company gone by but he has not been picked up. - - - na/	02/03/2012	03:00	pm	Luxor_Cab	999	9999	n/a	Yes	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1057920	2/3/12 9:57 PM	Caller states we were picked up a Van Ness and Ofarrel. We told him we had to go to 10th & Harrison, he was driving in the far right lane going to market, talking on the phone all the way. When we got to fell we asked if he would please make a left on fell because it turns into 10th. The driver told me you don't tell me where to go and I said yes I can and the driver said get the F*** out of my cab and he pulled over and I told him I had his cab number and he drove off and flipped me off. - - - NA	02/03/2012	09:55	pm	Bay_Cab	134	9999	4 door sedan white in color	No	Van Nes Ave & Ofarrell st	10th st & Harrison st
1057938	2/3/12 11:40 PM	he went through pedestrians in a crosswalk at market and castro where i was behind him in traffic. he was in the left lane and i was in the right and within a 3 block range with passengers in the car he switched lanes 3 times. when he decided to literally come within 3 feet of my car and he cut me off. I honked my horn. at the intersection he stopped at a stop light and then put his car in reverse in a very aggressive manner. He backed up toward the front of my car like he was going to ram me. He was in a normal stopping location and was not in anyway in the way of pedestrian crossing in the crosswalk or in the intersection. (called in by a fellow motorist) - - - n/a	02/03/2012	11:35	pm	SF_Taxi_Cab	869		phone number on cab was 401-8900, yellow, ford escape SUV.	Yes	market street between market and castro onto octavia	na
1057958	2/4/12 2:16 AM	CALLER STATES THE CAB DRIVER REFUSED MY CREDIT CARD HE SAID HE WAS CASH ONLY. - - - NA	02/04/2012	02:11	am	National_Cab	2968	9999	LIKE A FORD ESCAPE, YELLOW	No	ON CORTLAND	ON CORTLAND
1058400	2/4/12 5:35 PM	Caller stated that the driver was driving north on Clayton and was making onto 17th st and the caller was going straight on Clayton and the driver cut him off and made a left turn in front of the caller. - - - n/a	02/04/2012	05:30	pm	Royal_Cab	777	999	n/a	No	n/a	n/a
1058517	2/5/12 7:01 AM	SEE BELOW - - - PATRON STATES THAT THE TAXI DRIVER CHARGED PATRON'S CREDIT CARD FOR \$425.55 INSTEAD OF \$42.55 PATRON STATES THE CAB COMPANY STATES THAT THEY HAVE REVERSED THE CHARGES.	02/05/2012	07:00	am	Luxor_Cab	959		NA	No	CLIFT HOTEL	SFO
1058825	2/5/12 7:37 PM	Driver said when patron got on that it was cash only and patron asked if he had a backup method for payment for a credit card and the driver said no. Patron had to take another taxi, different company and they were able to take her credit card. - - -	02/05/2012	06:41	pm	National_Cab	1167		Small SUV	No	Caltrain	Buchanan and California
1058846	2/5/12 9:18 PM	Caller stated "Driving East bound on Market approaching Castro. The speed limit was 25 and I was going that. He was going faster. He pulled up to Castro where there is a red light and he made a right turn and he cut off and almost hit a red jaur that had the right of way that was going straight through the intersection. I didnt observe any passengers in the cab." - - - NA	02/05/2012	09:18	pm	Yellow_Cab_Co_op	564	999999	yellow, Possibly a Prius	No	NA	NA

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1059172	2/6/12 10:43 AM	Customer states, "I wanted to submit a formal complaint against Luxor Taxi Company. I am a cyclist; I was riding to work, northbound on 3rd Street. I was stopped at a stop light at 3rd and Howard. The cab pulled up behind me in the lane and began honking and yelling at me. He was pretty aggressive. The light turned green, I continued. He continued to honk and yell at me. After about 30-40 ft, he passed me so close that I could feel the wind from his vehicle on my arm. He forced me over in the lane. I have been riding in the middle of the lane because I know there is a huge pothole. He was forcing me into this pothole, which would have knocked me off my bike and onto the bus lane, the lane to my right. He passed me and proceeded to stop and block, keep clear area on 3rd street between mission and market. He was not paying attention to other vehicles and he was not driving carefully enough, at all. I ride on that street every day, and I'm a very careful cyclist, I also know that, along that stretch there are Article 20202 posted which clearly states cycles are allowed to drive in the entire line. I would like a follow up regarding this complaint." - - -	02/06/2012	10:20	am	Luxor_Cab	307		Prius, Toyota, Luxor colors, 307 rear of vehicle	No		
1059508	2/6/12 3:07 PM	Patron states I am a senior and was riding in the cab when i felt victimized as I rode in the cab. There is a TV monitor on the back of the front seat for the back passenger to see. The driver told me these devices can not be turned off. There were disturbing music and images flashing constantly including messages of a sexual nature. This is a horrible thing were as a paying customer I felt degrading and victimized and unsafe. These devices should be removed. Are these complaints reviewed and will this devices be removed. I hope my complaint wont be ignored. - - -	02/02/2013	03:30	pm	Luxor_Cab	9999					
1059686	2/6/12 6:22 PM	Patron states, "He took me around and around and I thought it was a long way to go. I'm not from here, I'm a tourist. I picked up the cab in downtown and dropped off at the Holiday Inn at Van Ness and California. The fare was \$16 and I gave him \$4 tip. I told the front desk and they said it should've been \$8." - - -	02/06/2012	06:10	pm	Fog_City_Cab	1432		Fog City Cab	No	Downto wn	Van Ness and Californ ia
1060273	2/7/12 2:17 PM	driver playing with phone see details below - - - Driver was watching videos on his iphone while driving 65MPH on the highway. Driver was clearly looking down at iphone playing videos	02/07/2012	02:05	pm	Yellow_Cab_Co _op	498		Ford almost like a minivan	Yes	Californi a Pacific Hospital Davis Campus	SFO

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1060310	2/7/12 3:08 PM	The cab driver dropepd him off not at his destinantion but on market. - - - Patron states that when he arrived the driver asked him where did he want to go, he told him 19th and Irving. Patron states that the driver got a phone call and was speaking in another language and after he ended his call the driver asked the patron to get out of the cab, and told him that another cab would take him to the destinantion. The patron satttes that was very unprofessional that he should have completed the route.Although he did not charge him the \$5.15 that had ran on the meter it was still very inconvient.	02/07/2012	02:35	pm	Yellow_Cab_Co_op	615	999999	2 door vehicle	No	Transba y Terminal	
1060964	2/8/12 2:06 PM	The driver was Intimidating and made racial comments - - - Customer states &quot;He wishes to file a complaint. I got into the cab at 9:18; at 9:29- I reached my destination which was Foster City, the machine in the back lets me pay by credit card I offer to pay by credit card. The driver did not like it. The fee was 31.90, I usually tip 10pct. – The default on machine is 20-25-30pct also other options. – He was insisted that I pick one of the three options or choices there. I wanted to pay 10pct which is my practice for every cab I take. He started to get upset, He asked me if I speak &quot;Urdo&quot; and started, saying really nasty things in &quot;Urdo&quot;. He looks intimidating and is very big, it was 9:00 at night. The driver was being very rude about Indian people. I got out of the cab and told him I will be filing a complaint he said he was going to file a complaint about me. He intimidated me and made racial comments. He needs to be spoken to.	02/07/2012	09:30	pm	Luxor_Cab	506	682477		No	SFO Airport - domestic	Foster City

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1061057	2/8/12 3:59 PM	I scheduled a pick up time for 11:15PM, at 11:30PM I called the company, Desoto, the guy told me he doesn't know what happened the call was not in. I waited and called back in a little while. I called back to see what the delay was and he said he tried to call me back but it went right to voice mail - he had a cab for me. Asked him to call him back and the cab driver showed up at 12:05AM. The driver told me to complain and he gave me a receipt and said some of the dispatchers can be nast. Today at 11:30AM, I got a call the dispatcher asked me if I called a cab. I said no, I didnt call a cab. The dispatcher said dont worry we wont come there no more. I did not get a chance to respond. I called Desoto back and a lady answered the phone and I said I dont know why this guy hung up on me. She said she was sorry and I told her he must have been thinking about yesterday not today. She agreed. He did not need to be so nasty. My problem is with all the cab companies, they dont want to come out. I have to call several companies. The weekends are bad. I even have problems from other addresses. This has been happening too long. Complained and was told I don't call in enough time. - - - several cab companies don't pick him up	02/07/2012	02:00	pm	DeSoto_Cab				Yes	851 Elsworth	n/a
1061236	2/8/12 6:16 PM	called the taxi cab at 500pm and asked if one could come by 520pm they said yes, we came downstairs at 520p and there was nobody there and we called and they said that a cab is on its way, we had a very important meeting, then i called back and they said we dont have a cab for you, we had someone sitting outside in a wheelchair and he had just gotten out of the hospital, they said we dont have a cab for you the driver refused, the driver never came, and then they said they are trying to get another car for me, now its a disaster - - - no driver ever came, caller is complaining about lack of service	02/08/2012	05:00	pm	Luxor_Cab				Yes	1667 green st, apt 202	
1061717	2/9/12 2:38 PM	Taxi patron states, "Theres a screen attached to the back of the head rest it is blocking my view of the meter and of the city and it is making me car sick becuase i cant see where im going."" - - -	02/09/2012	02:37	pm	Luxor_Cab	1217	999999	n/a	Yes	2299 Post	
1061755	2/9/12 3:26 PM	Patron states the cab driver opened up the trunk for me.When I told him I was going to the Ferry Building he closed the trunk and said Im not going that way.He said he going home Im not going in that direction. - - -	02/09/2012	03:05	pm	Yellow_Cab_Co _op	028		yellow	No	downto wn Courtyar d Marriot	Ferry Buildin g

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1061787	2/9/12 4:02 PM	This complaint was from a person standing at the location who overheard the conversation between the Patrons and the driver. "The woman was out of the cab the driver was 10th and clement yelling and screaming that he was not going to take them to their destination which was 10th and Clement. He explained he was off at 4:30p and he wasn't going to take them there. Then the patrons stated then why did you let us get in the cab, tell you the address, then pulls over and tells them he wasn't going to take them to his destination he got off at 4:30p. The driver was cursing at the patrons, he was loud and very, very rude. Again the gentleman said but we got in the cab we gave you the address and why didn't you tell us you couldn't take us to the address. The driver then continued to yell and tell them he got off at 4:30p. They got of the cab went a different direction then I told them to report the cab driver and I'd be a witness to what happened. I then called veterans cab company, spoke to one person, then said hold on let me put you through to the complaint department. I then was speaking to a person who wasn't very polite, He then said I don't want to hear about it, call 311. Which i've done, while we were speaking the same driver of the same cab pulled around the block, started yelling at me and flipped me the bird. He called me a bunch of names which I couldn't understand. - - - This complaint was from a person standing at the location who overheard the conversation between the Patrons and the driver. "The woman was	02/09/2012	03:40	pm	Veterans_Cab	204		Ford Escape red and green.	No	n/a	1040 polk st.
1061800	2/9/12 4:25 PM	Taxi driver took long route. - - - Patron states that the driver of this cab took an extra long route the Presidio to his destination NOT by the customer.Patron states that when he brought this to the attention of the driver he turned off the meter, and stated that it is normally a \$20.00 charge. Patron states this is not good service.	02/09/2012	02:30	pm	Yellow_Cab_Co_op	513	9999	Hybrid, sedan	No	Fishermans Wharf	Deyoung Museum
1062399	2/10/12 2:56 PM	The driver refused the fare stating that he was only going to the airport and will not allow passenger into the cab. - - -	02/10/2010	02:30	pm		76		orange in color, Ford Escape type vehicle	No	4th St & Mission St	Van Ness & Post St
1062620	2/11/12 12:37 AM	Cab refused to pick up fare - - - Patron stated that the cab was available when we pulled up to the cab. He asked us where we were going. After we told him our destination he locked his doors and pulled off. We were going a pretty good distance, but apparently not far enough for this cab driver.	02/11/2012	12:27	am	Luxor_Cab	662		Luxor Cab			



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1062891	2/11/12 3:38 PM	The patron states: I hailed the cab on Pine and Pierce to Noe/24th. The driver went two blocks west, in the wrong direction and I said, please wait because you are going in the wrong direction, about six blocks in the wrong direction. He was then going down Bush, took Steiner again, and then he said I will take Webster to the Safeway near Webster/Geary. I kept saying where are we going. This is the wrong way. He then said, Look Honey I know where I am going. Yet, he kept going in the wrong direction. The fare was already at 10.00 and I said, this is terrible let me out. I said, This is the wrong direction . he then said, Where are you going? I then got out and called Luxor Cab to complain and they said, OK, thank you. I am concerned that this driver will continue to intimidate women and go the wrong way. We had gone well out of our way before I got out, I did pay the 9 dollars but did not tip. This is not our City, this man does not represent our City of San Francisco. This is about fare gouging and intimidating women and that tourists would have had not idea that he was completely gone the wrong way. He was a very big guy and intimidating. - - - The patron did not have the driver name and badge number	02/11/2012	02:30	pm	Luxor_Cab	075	9999	A Luxor Sedan	No	Pine/Pierce	Behind Safeway on Walter
1062964	2/11/12 4:47 PM	I am a driver and we have a few cabs with complaints that there are bed bugs in the cab. I know that cab #434 has bed bugs. Not sure of the the other cab numbers. The management has been informed but they are not doing anything about the problem. Me and other driver's are getting tons of bites on our body when we drive this cab. It is so bad that I have had to refuse to driver that cab. I do not want to take bed bugs back to my home and family. - - - This information will be forwarded to the Dept of Public Health. Per request of the anonymous caller.	02/11/2012	04:50	pm	National_Cab	434		n/a		n/a	n/a
1063041	2/11/12 7:46 PM	I was coming out of 601 Union Street with my 9 month pregnant wife, I hailed a cab. He stopped and asked where we were going and I said just up to Pacific Heights on Jackson Street. He said let me pull over the curb. I think he said this just so I would close the door. Because then he just pulled off and nearly took my arm off with him because I still had hold of the door. I ran after him and got the cab number at the next block. I've lived her 20 years and this has never happened to me. - - -	02/11/2012	07:30	pm	Town_Taxi_Cab	415		Town Taxi Cab	No	601 Union	Jackson St - Pacific Heights
1063080	2/11/12 11:38 PM	credit card machine - - - per caller - cab driver covered credit card machine with a plastic bag.	02/11/2012	11:36	pm	Yellow_Cab_Co_op	1019	9999	yellow cab	Yes	stockton / brodrick	Union / polk

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1063092	2/12/12 1:31 AM	cab refused to take a credit card - - - Per patron - the cab driver demanded I pay cash, he would not take the credit card - when the driver saw that I got his cab # he started yelling then drove away.he was also harassing us while in the cab and tried to kick us out.	02/12/2012	01:00	am	Arrow_Cab	1391	9999	arrow cab	No	Jackson & Battery	Gough & Ellis
1063092	2/12/12 1:31 AM	cab refused to take a credit card - - - Per patron - the cab driver demanded I pay cash, he would not take the credit card - when the driver saw that I got his cab # he started yelling then drove away.he was also harassing us while in the cab and tried to kick us out.	02/12/2012	01:00	am	Arrow_Cab	1391	9999	arrow cab	No	Jackson & Battery	Gough & Ellis
1063092	2/12/12 1:31 AM	cab refused to take a credit card - - - Per patron - the cab driver demanded I pay cash, he would not take the credit card - when the driver saw that I got his cab # he started yelling then drove away.he was also harassing us while in the cab and tried to kick us out.	02/12/2012	01:00	am	Arrow_Cab	1391	9999	arrow cab	No	Jackson & Battery	Gough & Ellis
1063521	2/12/12 5:27 PM	"I am a paratranist card holder and I am disabled. I took a cab earlier to get shopping. I then called cab company to get back home from shopping. They said it would be 5-30 minutes. I then called back and they said they are trying to get me cab. They said it would be 20 mimnites. They said if no cab has been there in 15 minutes to call back they would reissue you cab request. I have been waiting for about hour and I called back and they said they would reissue my request. They can't have a disabled person waiting outside in the cold at the supermarket for this long. They need to get someone out here sooner. I have paratransit card and I think that is why they do not want to come pick me up. I have a heart condition and standing out here this long is giving me hypertension." - - - n/a	02/12/2012	04:00	pm	Luxor_Cab			Luxor Cab	No	345 Williams - IFO FoodCo	try to get back home
1063575	2/12/12 8:51 PM	patron states she hailed a cab 19th and mission and she was having dinner and they were all heading back to nob hill area and they asked if they could pick up someone along the way and he said no i dont do pickups along the way and my friend says really and he said really motherfucker i dont do pickups and i said theres no needd to get upset and then he said fuck you and drove away with the cab door open. Since the door was open it hit my friend so hard it knocked her back on the sidewalk. i think it was uncalled for. we werent trying to be rude or disruptive we just figured because the cab was a suv it had plenty of room and that we could pick up an extra person on the way. - - - n/a	02/12/2012	08:30	pm	Yellow_Cab_Co _op	2717		yellow cab, cab #2717, SUV	No	mission and 19th	na

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1063590	2/12/12 9:42 PM	Patron states that we didnt have any seatbelts for the three of us including my son. he drove crazy. he was speeding, running stop signs and talking on the phone. he was driving eratically. - - - n/a	02/12/2012	09:40	pm	Yellow_Cab_Co_op			ford, yellow cab, sedan, license plate-8j28848	No	SFO	would not say
1063775	2/13/12 9:42 AM	Illegal right turn, Illegal lane change and Ran red light. Please contact customer - - - Customer states &quot;Mason is one way 2 lanes southbound, Sutter is 2 lane going west. I was in the right hand lane turning right on to Sutter the light was red, a pedestrian was crossing. I was not turning. The cab came up behind me, he went left, cutting me off and turned right on Sutter, thinking he could pick up someone at Marines Memorial. There was No one. He cut me off again to cross over lanes to the YWCA. There was no one. He cut me off, I honked my horn, He hand gestured and went through a red light at Taylor, to get another fare, he cut off vehicle #2757 Yellow Cab/Asian in a ford escape to get to Wyndham. There was no one. They both went off. The next stop was Jones it was a red light. I change lanes to the left, he continued to give me a hand gesture. When He realized I had someone else in my car with me, he stopped the hand gestures. The cab then turn left on Hyde. In summary, This cab made and illegal right turn, a illegal lane change and ran a red light, paying no attention to the other motorist or cabs on the road. I am requesting a call back to my law office concerning this matter.&quot;	02/13/2012	07:15	am	Luxor_Cab	109		ford escape with luxor markings	No	Mason and Sutter 7:15am	Hyde and Sutter 7:25am
1063824	2/13/12 10:26 AM	When customer got in taxi the driver said he didn't want to take her anywhere because people in that area have been skipikng fares. She gave him a \$20 bill ahead of time to ensure that she was not going to rip him off. He accepted it and started to route. While the customer was on her phone the driver told her &quot;Be quiet&quot;, &quot;Shut the fuck up&quot; and also called her a &quot;Fucking nigger&quot;. He then kicked her out of the cab 4 blocks from her house and took off with her \$20 even though it was only a \$4 fare. - - -	02/13/2012	10:25	am	Yellow_Cab_Co_op	7023	70235	SUV	No	5th and Market	O'Farrell and Jones

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1063833	2/13/12 10:38 AM	Passenger stated: We got into the cab after someone else was exiting the cab and we asked the driver if we could get in and he said yes. And after we got in he said he would only take cash and i responded by saying I think we have cash but i don't think you are suppose to do that. And then he got angry and preeceded to tell us to get out of the cab and he said he did not want to be hearing something back. He was rude & nasty. We made sure we had cash and asked him to go to our destination and he said no. You need to listen to me and preeceded to lecture us and then we asked him pls take us and then he did. He was not also taking credit cards when he has the equipment to do so. - - - License plate# 8T92109.	02/11/2012	06:45	pm		549		Navy blue & white	No	Divisadero & Hayes	Fillmore & Washington
1064238	2/13/12 6:18 PM	Patron states, I got into the cab, he started driving. He asked if I had cash, I told him I have credit cards and I'll give you a good tip. I told him legally you're supposed to take credit cards, and he just dropped me off. I asked for his cab number, and that I was going to report him and he said he didn't care and is fighting the city about this. - - -	02/13/2012	06:12	pm	Royal_Cab	1165		Royal cab	No	Drum and California in front of Hyatt	a block away
1064491	2/14/12 9:24 AM	Cabbie refused to take the fare, telling the Customer he didn't know the location. - - - Please see above.	02/14/2012	09:19	am	Luxor_Cab	1370	999999		No	Montgomery and Market St	2 Henry Adams Street
1064785	2/14/12 2:21 PM	Patron states, "The driver is crazy. He was ranting to himself the entire time about Taliban, Apple computers, he's insane. He drove kind of erratically, it was nerve wracking. Talking about society going down and other random things, totally OCD. Maybe he has tourettes, but he shouldn't be driving. I wanted to get out but I didn't want to set him off. He should not be working with the public." - - -	02/14/2012	02:05	pm	Yellow_Cab_Co_op	951		Yellow Cab	No	1200 Page St	9th St and Mission

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1065012	2/14/12 9:32 PM	Patron states, "the driver picked us up from the airport he was driving aggressively. We were scared while sitting in the back. He took us to the hotel. There was a sign in the back of the cab saying that he takes credit card. So once we gave him our credit card he made a fuss and said "you dont have cash?" He then asked us how much do you want to pay, we responded with the exact fare. We did not want to leave a tip because he was a bad driver. We told him that we are only paying the fare. He charged us an extra \$5.00 anyway. He gave us a receipt and drove off. We never signed anything, he just gave us the receipt with the extra charge. He was also talking on his hands free device the whole time." - - - TRX # 1385888	02/14/2012	08:20	pm	Yellow_Cab_Co _op	0063		0063/4539, small SUV, yellow in color	No	Airport	Mariot Marqui s
1065275	2/15/12 10:35 AM	Customer states the fare for the executive she works for was \$67.30. He used his credit card and the final charge was 121.55. This is the 2nd time there has been an overcharge like this and the customer does not tip 30-40%. Please call customer back to discuss because she wants to know if these are system errors or if the drivers are stealing by changing the tps. - - - Medallion # on the receipt is 1269. Trip # 1480. (Printed on SFMTA receipt)	01/10/2012	08:55	am		9999	579722			NA	NA
1065280	2/15/12 10:41 AM	\$66.75 fare ended up being a \$115 American Express charge on her executive's credit card statement. This would equal about a 40% tip which the customer did not give or authorize. Similar complaint (SR# 1065275) was also submitted for similar over charges by taxi drivers. Please call customer because she wants to know if there are machine errors or if the drivers are stealing by increasing the tip amounts on the receipts. - - - Webcabby.com City Wide dispatch receipt had the following: D- ID# A****847 and trip # was 12098. Those were the only details on the receipt including the trip distance which was 22.1 miles.	10/12/2011	17:14	pm	Metro_Cab	0060		NA	No	NA	NA
1065381	2/15/12 12:52 PM	Patron states the driver was smoking in the vehicle. - - -	02/14/2012	05:40	pm	Bay_Cab	101		green and white License plate#8C46005	No	McCoppin St at Valencia	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1065548	2/15/12 3:40 PM	Taxi was in line IFO hotel but smoking a cigarette. When hotel employee flagged him up to get a fare he ignored him because the customer had no baggage indicating he was not going to the airport. Finally after several gestures by the hotel employee the driver drove up reluctantly and asked the customer where he was going. The customer said he was only going 15 blocks so the taxi driver said he wasn;t taking the customer and drove off. - -	02/15/2012	03:29	pm	Yellow_Cab_Co_op	583		Yellow Cab	No	55 4th st	NA
1065737	2/15/12 9:24 PM	see details below - - - Patron said he gave tip to driver and driver charged more than authorized on credit card. Driver said he would give money back in cash. Patron said it was a small amount but just wanted to point out unauthorized overcharging issue to driver. Driver threw change at patron exited taxi cab. Patron emphasized complaint is not about amount of money but principle that when issue of unauthroized overcharging was pointed out to driver response was rude and discourteous.	02/15/2012	09:05	pm	Fog_City_Cab	53			No	Montgo mery and Sacrame nto	Williard and Parnass us
1065748	2/15/12 10:51 PM	The taxi overcharged the customer - - - The attendant at the Arco Gas station at 2190 Carroll Avenue at Bayshore states he pumped the gas for the cab and the cab drove off without paying him \$27.00.	02/15/2012	10:51	pm		833		White	Yes		
1065769	2/16/12 4:06 AM	CALLER STATES THAT THE DRIVER REFUSED THE FARE. HE WAS WAITING FOR A AIRPORT FARE RATHER THAN A SHORT TRIP FARE. - - - NA	02/16/2012	04:00	am	Bay_Cab	860	9999	WHTE HYBRID SEDAN	No	LA MERIDIA N HOTEL	NA
1065862	2/16/12 8:58 AM	The caller stated he was overcharged on the meter, driver took a longer route to his destination. - - - The patron states that when he entered the Taxi he was very tired and went to sleep.Patron states that when he boarded he told the Taxi driver where he was going.Patron states that when he woke up he was on the floor of the Taxi with his nose hurting and his lip damaged and his leg hurting.In addition the meter read \$30.00 dollars and he questioned the driver and said &quot; We are not even close to my destination and it is already at \$30&quot; &quot;There driver responded don't worry about it go back to sleep.&quot; The patron demanded to go to his destination which should have only been about \$6.00 dollars.The patron states that by the time he reached his destination the meter was at \$45.00 and the patron stated to the driver, &quot;That is too high and i'm going to call the police&quot; the patron stated that the driver requested payment and a tip. The patron stated he only had \$40 and when he gave him the money and the driver drover off very fast so he could not get any vehicle information.Patron stated he then called the police and the police arrived within 10 minutes.	02/13/2012	02:30	am	Yellow_Cab_Co_op	9999	9999	Small SUV	No	Clement and 6th	Lincoln and Funsto n

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1065957	2/16/12 10:31 AM	I was pulling into a parking space. He come around and opens his passenger side door and throws something at me. It hit me in the head. He assaulted me. He acting like mad man, he swearing , yelling cursing and absence word and he drove away recklessly . - - -	02/14/2012	02:00	pm	DeSoto_Cab	1377		blue and white	No	sharder and grove	
1066186	2/16/12 3:16 PM	Patron states, "this is the 2nd time I've seen this driver and he was rude to me again. The driver got mad at me because I said I wanted to go to downtown and didn't specifically say where. Then when I changed my mind and told him to go to the emergency room he got pissed at me again. He was yelling at me and using bad words, like "shit." I let him know I was going to call to complain about his bad attitude and asked for his manager's number and he refused to give it to me." - - -	02/13/2012	03:00	pm	Luxor_Cab	612		Luxor	No	Pier 39	Kaiser somew here on O'farrel l
1066359	2/16/12 5:24 PM	customer states i called twice this week for an advance cab and they did not show up either time. this took place on sunday feb 12th at 930am i called for a cab to be at my home, and no cab arrived, i called again today for a cab to arrive at 1030am and no cab arrived, this is extremely unprofessional and it needs to be addressed by the company, i would call luxor directly but in situations like this they are tough on their customers and for this reason im going through the city, i hope other passengers do not experience this problem - - -	02/16/2012	10:30	am	Luxor_Cab				Yes	640 post	
1066433	2/16/12 8:19 PM	Customer states that when I got on the cab, the taxi driver told me cash only even though theres a lot of stickers that he accepts credit card. The taxi driver states that he don't take credit cards but the machine is not broken. - - -	02/16/2012	08:13	pm		1156		company name is checker, color is yellow	No	ifo Hyatt at Embarcadero	NA
1067114	2/17/12 5:52 PM	see below - - - Customer just got into the cab. Driver refused to take credit card because he doesn't want to accept this kind of payment. Driver removed his ID and refused to give it to customer when requested.	02/17/2012	05:52	pm	Town_Taxi_Cab	87	0000	8X99069 is plate number	No	Post and Mason	NA
1067129	2/17/12 6:31 PM	Compliant info listed below in comment section. - - - Got in the cab, asked for 2 stops.. driver told us we would have to pay for 2 stops.. we questioned that and he told us to either deal with it or get out of the cab..Wnen I asked him for his cab number he replied. "what are you f_cking blind ? Its on the side of the cab";	02/17/2012	06:27	pm	Yellow_Cab_Co_op	563	9999	Yellow	No	Californi a.. Front	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1067160	2/17/12 9:03 PM	patron states "he just said oh im sorry im not taking cards tonight and i said oh well thats too bad because thats all i have and i know you have to take it and he said ok but i will have to put it in manually. He had to take an imprint of the card. i said that was fine. ever since i read the article that they have to take the credit card i've been more aware of it. They just pretend that you dont know your rights and pretend its impossible to take a credit card. - - - n/a	02/17/2012	08:55	pm	SF_Taxi_Cab	874		sf taxi cab with 874 on the outside, sedan	No	16th/valencia	SOMA
1067179	2/17/12 10:53 PM	I know that the cab fares for atm transactions have gone up. This cab driver refused to take my card without me giving a substantial tip. It was a \$9.00 fare and he said \$14.00 would be fine. They're outfitted for credit card use in the back, but he wouldn't let me slide it in the back, he made me pass the card to him and slide it. - - -	02/17/2012	10:50	pm	DeSoto_Cab	762			No	16th and Valencia	22nd and Hoffmann
1067185	2/18/12 2:25 AM	His light was on, I got in the cab. I told him my address he pulled over and said he's off duty and he told me to get out. - - - .	02/18/2012	02:21	am	Royal_Cab	1075	65609		No	14th and Valencia	
1067186	2/18/12 2:36 AM	CALLER STATES I ENTERED THE CAB AT LOMBARD AND BUCHANNAN WITH 3 FEMALE PASSENGERS ASKED TO BE TAKEN TO THE OUTER SUNSET HE SAID WHERE AND I SAID 41ST & TARAVAL AND HE SAID NO.I ASKED WHEN HE HAD TO TURN THE CAB IN HE REFUSED TO TELL ME. I ASKED FOR THE MEDALLION NUMBER AND IT WAS TURNED AROUND. I GRABBED IT AND TURNED IT AROUND TO TAKE A PICTURE AND THE DRIVER GRABBED MY HAND AND GRABB THE MEDALLION OUT OF MY OTHER HAND AND HE TRIED TO STOP ME FROM TAKING THE PICTURE.DURING THE STUGGLE I TOOK A PICTURE OF HIS FACE. I THEN HANDED MY CAMERA TO MY FRIEND WHO WAS STANDING OUT OF THE CAB WHO TOOK A PICTURE OF THE LICENSE PLATE. AT THAT POINT I TOLD HIM WHAT HE WAS DOING WAS ILLEGAL. SHE HANDED ME BACK MY PHONE AND AT THIS POINT THE CAB DRIVER PUT THE MEDALLION IN THE PASSENGER SEAT FACING FORWARD AND I ATTEMPTED TO TAKE A PICTURE OF THE MEDALLION BUT IT WAS DARK AND IT WAS LOW QUALITY. AT THAT POINT I LEFT THE CAB. I HAVE A PICTURE OF HIS LICENCE PLATE AND THE NUMBER IS 52573B1. - - - CALLER WOULD LIKE A FOLLOW UP CALL REGARDING THIS ISSUE. 118	02/18/2012	01:55	am	Luxor_Cab	118	38611	WHITE SEDAN WITH BLUE STRIPE	No	LOMBARD & BUCHANAN	NA



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1067196	2/18/12 4:56 AM	<p>I got in the cab and we normally take the cab and go down bush. When he went past Bush, I asked if he could go down Bush. He turned around in the cab and said "so you want me to go back?" I said yes, and he didn't turn around, he just went the opposite way.</p> <p>I said "sir, please go back around". And he said, we're not on your money you're on my time. We were almost to the Broadway tunnel and I said "sir" and he pulled the cab over and he said "you need to get out of my cab because you're arguing with me.</p> <p>Instead of letting me out of the cab, he sped off incredibly fast to the Embarcadero. At this point I'm out of the cab and I'm still not where I'm supposed to go. - - -</p>	02/18/2012	04:50	am	Yellow_Cab_Co_op	1357			No	1140 sutter Street	Justin Herma n Plaza
1067490	2/18/12 5:36 PM	I called to have a cab meet me thursday at symphony hall 3:45pm and no cab arrived. I was left standing for many minutes waiting for a cab. This has occurred in the past and an investigation should be launched. I would call Desoto Cab directly but the dispatchers are quite tough on their passengers so I prefer to go through the nice city employees. The cab service in San Francisco is quite inadequate and experiences such as this is the reason why. No passengers should be left waiting and waiting for a cab. - - - n/a	02/16/2012	03:45	pm	DeSoto_Cab			Desoto Cab	Yes	Sympho ny Hall on Grove	
1067517	2/18/12 7:32 PM	Patron stated " We were on an American taxi cab number 475. We got out at Masonic & Haight. The driver was driving very erratically. Down the middle of the street. Stopping at odd times and swerving. To me it seems like he was under the influence of something. I was on the verge of calling 911 his driving was that bad. I ride in a lot of taxis I never called to complain." - - -	02/18/2012	07:30	pm	American_Cab	475			Yes	Turl & Market	Masoni c & Haight
1067560	2/18/12 11:17 PM	he had an out of order sign over the credit card swiper. I was playing with it and it seemed to be working fine and the driver told me to stop playing with it when he saw me playing with it. I told him that the machine seemed to be working and he pulled over to the side and said if you want to get out you can get out here. I said I would get out here and then he realized he would lose the fare so he ended up driving us the remaining blocks and I ended up paying in cash. He didn't want to take a credit card and he threatened to kick me out. - - - n/a	02/18/2012	11:10	pm	Yellow_Cab_Co_op	1418		yellow cab sedan, it was possibly a hybrid	No	masonic and haight	11th and folsom

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1067740	2/19/12 3:12 AM	Taxi driver took a longer route to increae passengers fare - - - Patron stated, that "When I got into the cab at 4th and King I told the driver I was going to 2nd and Irving. The driver took a long scenic route along 280. I questioned him about the route he was taking and he got off of 280 and pulled over. The driver asked if I was going to pay anand I told him "No" He called the police. When the police arrived they had a discussion with me and advised me that I had to pay the driver. I paid the driver. The driver then took me to 2nd and Irving. When we arrived at 2nd and Irving the driver told me to take him to my "exact address". I told him to let me out on 2nd and Irving. The driver then told me to "Walk home" so he could see where I live. I walked to UCSF instead because I live right next door. The drivers Mediallion number is 301 on the receipt."	02/19/2012	02:30	am	Luxor_Cab	9054	762875	Luxor	No	4th and King	2nd and Irving
1067881	2/19/12 5:17 AM	CALLER STATED I WAS DRIVING ON CALIFORNIA & MASON EASTBOUND IN THE RIGHT LANE. NEXT TO ME IN THE LEFT LANE WAS BIG DOG CITY CAB. WE WERE BOTH STOPPED AT A RED LIGHT FOR SEVERAL MINUTES, THE DRIVER RAN THROUGH THE RED LIGHT AND TOOK A LEFT TURN ON THE RED LIGHT. CALIFORNIA IS A BLIND HILL IF SOMEONE WAS COMING UP THAT HILL THERE WOULD HAVE BEEN A TERRIBLE ACCIDENT. I CALLED HIS DISPATCHED THEY SAID THEY DIDN'T SAY ANTHING TO DRIVER BECAUSE HE HAD GONE HOME. - - - CALLER WANTS A RESPONSE FROM TAXI SERVICES REGARDING THIS MATTER	02/19/2012	03:30	am	Big_Dog_City_Cab	773	9999	RED SEDAN LIKE A PRIUS	No	CALIFORNIA	MASON
1067881	2/19/12 5:17 AM	CALLER STATED I WAS DRIVING ON CALIFORNIA & MASON EASTBOUND IN THE RIGHT LANE. NEXT TO ME IN THE LEFT LANE WAS BIG DOG CITY CAB. WE WERE BOTH STOPPED AT A RED LIGHT FOR SEVERAL MINUTES, THE DRIVER RAN THROUGH THE RED LIGHT AND TOOK A LEFT TURN ON THE RED LIGHT. CALIFORNIA IS A BLIND HILL IF SOMEONE WAS COMING UP THAT HILL THERE WOULD HAVE BEEN A TERRIBLE ACCIDENT. I CALLED HIS DISPATCHED THEY SAID THEY DIDN'T SAY ANTHING TO DRIVER BECAUSE HE HAD GONE HOME. - - - CALLER WANTS A RESPONSE FROM TAXI SERVICES REGARDING THIS MATTER	02/19/2012	03:30	am	Big_Dog_City_Cab	773	9999	RED SEDAN LIKE A PRIUS	No	CALIFORNIA	MASON

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1067881	2/19/12 5:17 AM	CALLER STATED I WAS DRIVING ON CALIFORNIA & MASON EASTBOUND IN THE RIGHT LANE. NEXT TO ME IN THE LEFT LANE WAS BIG DOG CITY CAB. WE WERE BOTH STOPPED AT A RED LIGHT FOR SEVERAL MINUTES, THE DRIVER RAN THROUGH THE RED LIGHT AND TOOK A LEFT TURN ON THE RED LIGHT. CALIFORNIA IS A BLIND HILL IF SOMEONE WAS COMING UP THAT HILL THERE WOULD HAVE BEEN A TERRIBLE ACCIDENT. I CALLED HIS DISPATCHED THEY SAID THEY DIDN'T SAY ANTHING TO DRIVER BECAUSE HE HAD GONE HOME. - - - CALLER WANTS A RESPONSE FROM TAXI SERVICES REGARDING THIS MATTER	02/19/2012	03:30	am	Big_Dog_City_Cab	773	9999	RED SEDAN LIKE A PRIUS	No	CALIFORNIA	MASON
1068301	2/19/12 1:13 PM	Per Caller: The cab driver he couldnt figure out where to take us and he was running the meter all the time. We traveling from Marriott Marquis to the Ritz Carlton, going the exact opposite direction, running the meter the whole time. He didnt seem to be able to start his car. The meter was already up over 4usd before he could leave the Marriott Marquis. There werent any cabs so we had to wait for one to show up. He didnt know what the Ritz Carlton was or where it was located. I think the worst thing is the driver not knowing how to operate his vehicle. - - - n/a	02/19/2012	12:15	pm	DeSoto_Cab	925		Hybrid Prius	No	Marriott Marquis	Ritz Carlton
1068456	2/19/12 9:29 PM	see details below - - - Pedestrian said driver almost hit her in a crosswalk at 20th between Bartlett and Valencia and then stopped to cuss out pedestrian. SHe said he didnt stop because he was at a cross walk but stopped to cuss out customer. SHe said he was rude and belligerent	02/19/2012	09:20	pm	Yellow_Cab_Co_op	1417		yellow four door sedan			
1068615	2/20/12 10:09 AM	Passengers jumped in cab & when they attempted to shut the door there was 4 african american men approached the cab with hoodies on & attempted to get into the cab. They opened the door & the trunk. Passenger had 2 children with her, and they attempted to close the door & the men tried to open the door, passenger informed driver to lock the door and he replied to shut up this is an education, and a lesson. They were stuck at the red light, when they finally drove off she then asked again why he did not lock the doors & told her again to shut up and not repeat this to anyone, this was an education and she was lucky that they did not have guns or knives. Driver drove the whole way with the trunk open. - - -	02/18/2012	08:45	pm	Yellow_Cab_Co_op			yellow	No	Van Ness & California	Powell & Sutter (Marriott Hotel)

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1068818	2/20/12 1:39 PM	Patron states, "The cab driver had plenty of room to pull over on my side, he stopped in the middle of the road, and he signaled me to go to him. He went to the other side of the road and when the it was safe, I got it. he was shifting to much, he was braking, acelerating, breaking acelering, diriving like crazy. Then almost hit a car when he made a right turn by leavenworth, he went to the other lane, to make a right turn. He didn't stick to his lane and he got honked at. I never complained about a taxi driver before, but I felt, hey he can really hurt someone if he's driving like that. I looked for the driver's identification and it was not there. Even when he stopped he was braking... braking... back and forth... He couldn't even stop the car right." - - -	02/20/2012	01:39	pm	Arrow_Cab	139		Hybrid, 4-door, red and green	No	7th and Stevenso n	965 Sutter
1069007	2/20/12 4:46 PM	taxi driver is complaining that because one driver was stopped for speeding at Post and Stockton, all taxi's are banned from going through there at this time. - - - taxi driver complaining about this issue	02/20/2012	04:48	pm					No		
1069653	2/21/12 2:48 PM	Driver refused fare twice, first time claiming credit card machine was not working, second time flat refusal after being asked by Marriot Hotel Doorman. - - - Witness: National/Veterans Cab Driver, vehicle number 1064. Doorman kicked Driver out of head of line at hotel.	02/21/2012	02:18	pm	Royal_Cab	123	999999	n/a	No	4th St and Market St	
1070033	2/22/12 8:47 AM	The caller stated "I did get the license number and cab -License plate was for a Luxor taxi-8X99035, cab 522. Mini SUV. I was with a running partner at 0800 at Jersey and Castro. We make eye contact with drivers when we run, so that we both know we see each other and, as a driver, I hate it when runners or pedestrians don't do that. We were hesitating at the corner at the crosswalk. The cab approached and went half way into the crosswalk so I gestured to go ahead. A woman in a mini van pulled up and yelled at the driver, "You asshole!" I don't know if that was because she saw him go into the crosswalk when we were there, or if something had happened between them before that intersection. She then made a right turn onto Jersey and he all of a sudden swerved from his lane to get behind her and turned right, following her. She then either stopped or slowed down and he nearly rear ended her. He then pulled up beside her, rolled down his window and started yelling at her. He'd looked like he was not intersted in turning right onto Jersey until he saw her turning and then swerved to turn like he was trying to mow her down. The right swerve thing was a complete change because of that woman yelling at him, and not at all necessary, and was a danger to other people at the intersection. I also called Luxor about this and while I was in the shower they called back to state that they were following up and the driver had already been called in." The caller was very concerned about her personal information getting back to the driver	02/22/2012	08:00	am	Luxor_Cab	522		Luxor mini SUV.			

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1070189	2/22/12 10:47 AM	Patron states, "My wife and I took this taxi in front of the Cliff hotel on Geary st. we asked the driver to bring us to the address, 369 Embarcadero which is basically a restaurant. He seemed unsure about the address so he tried to enter it on the GPS but pulled up the wrong address. I tried to tell him that's not the address, I told him he should've started with the street number first. He was Russian or from east Europe so he couldn't understand English very well. He then inputted 360 King St and when I asked him why he entered that, he said never mind I'll bring you to the restaurant in an aggressive manner. We then started going south rather than west. When I asked him why you're going this way he started shouting at us and became very aggressive. He said well if you don't know where to go, that's not my problem. He eventually agreed to follow my directions and we arrived at the restaurant but it was a very unpleasant ride." - - -	02/21/2012	07:40	pm	Luxor_Cab	1277		Luxor cab	No	Cliff Hotel at 495 Geary	369 Embarc adero
1070325	2/22/12 12:40 PM	Trip #1588 from receipt Per caller, got in... husband and myself. Along the way we realized driver did not speak English. He sped, hit the breaks, very bad driver. When we got close to San Jose, he told us "no hotel" and was playing with his GPS.. We had to literally use our GPS to get him to the hotel. Meter read \$125.25 and driver told us it was \$175.25. I questioned him and I could not understand him.. he gave us the business card for Royal Taxi. My husband called we were told that we needed to pay what the driver stated, not what was on the meter...The dispatcher on the phone was so rude... he threaten my husband when questioned and my husband ended hanging up. Dispatcher told my husband, "you don't like it, then come here and I'll show you" Driver would not allow us to take luggage till we paid. He then agreed to lower to \$150.00 Looking at my receipt it states fare \$105.25 and he added in tip area \$50.60 plus extra of \$2.00 Total charged \$157.85 Driver was a risk for driving. He should not be driving We even thought he may have vision problems. - - - see above for details.	02/19/2012	01:00	pm	Royal_Cab	0016	9999	Royal	No	SFO	San Jose Marriot t
1070429	2/22/12 2:08 PM	Plowing through an intersection - - - Motorist states "I was at a 4 way intersections, It was my turn so I proceeded to go through. He/Taxi driver apparently thought it was his turn was very angry, He plowed through the intersection. I, my car was almost total. I was swerved and he missed me by a hares breath. but he was very violent, aggressive, reckless and should not be on the road."	02/20/2012	10:00	pm	SF_Taxi_Cab			small white car - Calif license 93289C1	No	Church/ 28th	

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1070710	2/22/12 6:47 PM	see below - - - Patron said driver refused to accept credit card payment and also did not have driver badge info displayed. Credit card machine was not broken. As patron entered cab driver said cash only and he didn't take credit cards.	02/22/2012	06:35	pm	Yellow_Cab_Co_op	975		yellow Prius	No	Meridian Hotel Clay and Battery	California and Scott
1071022	2/23/12 10:44 AM	The driver of the Taxi had been smoking inside of the vehicle prior to her entering. - - - Patron states that the vehicle reeked very heavy cigarette smoke , patron states that it smelled awful.	02/22/2012	10:00	pm	Luxor_Cab	572	99999	Does not recall.	No	Market and 1st	Greenwich and Octavia
1071233	2/23/12 2:35 PM	Patron states as far as i know it states the driver is suppose to take me to my destination once I get in his cab.The driver said he was going to the depot and unless I wanted to go there he would take me there.At that point he started driving and I decided to get out I took down his imformation. - - -	02/22/2012	02:45	pm	Green_Cab	572		green cab	No		
1071430	2/23/12 5:59 PM	Customer states the driver drove too fast, changed lanes too often, and was just an unsafe driver. Customer did not feel comfortable being in the taxi. When the taxi was behind a stalled car the taxi driver blared his horn for a long period of time and seemed wired. - - -	02/23/2012	06:00	pm	Yellow_Cab_Co_op	1240		Yello Cab		The Embarcadero	The Fairmont
1071516	2/23/12 9:37 PM	The interaction Started off badly, she got in the car and when he exit the freeway he asked her where Ridgewood was and she explained to him how to get there, and when she told him that she was using a credit card, he became upset and started complaining about the fact that he could not connect with the computer to use the credit card, she believe that he just did not want to use the credit card and when she asked him for suggestion, he ended up taking her to a place to use an ATM, where she had to pay \$2.00 fee, she asked him what happens at the airport in situations like this he just responded " I don't know" she stated that the ride was safe but the fact the she had to go through all this was a major inconvenience and therefore she wants to file this complaint against the driver. - - - n/a	02/23/2012	09:20	pm	Yellow_Cab_Co_op	922	000000	yellow	No	sheraton palace hotel	monterey blvd and ridgewood
1071519	2/23/12 9:57 PM	Caller stated "IM IN A TAXI AND THERES A TV IN THE BACKSEAT OF MY TAXI. I DONT SEEM TO BE ABLE TO TURN OFF THE TV. I OBJECT TO THIS. ITS ALMOST AS BAD AS MANHATTAN. I DONT WANT THIS BLARING IN MY FACE, I HAVE THINGS TO DO."" - - - NA	02/23/2012	09:55	pm	National_Cab	1397	999999	NA	No	NA	NA

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1071526	2/23/12 10:13 PM	I got in the cab and was going to Church and 19th from Glen Park Station. He was going the wrong and was doing uturns and getting lost. He tried to take me up to Market to get to my destination. He did not know where he was going. He said that I did not tell him which way to go. I'm not from the city and it is his job to know how to get me to my destination. I know the area well enough that once we got to Clipper and Diamond Heights Blvd I told him to let me out. He would not let me out until I paid the fair. I gave him the amount of money that the ride should have cost. After I threw the money at him he reached back and he was about to hit me. I told him he better let me out of the cab now. He did and drove off fast. - - - n/a	02/23/2012	10:00	pm		1432		Lime green	No	Glen Park Station	Church and 19th St
1072121	2/24/12 5:29 PM	Patron states: I got picked up at SFO at the Taxi Stand. Before I got in I asked if he accepted credit cards and he said yes. When I got in I told him I was going to Belmont and he started swearing and said 'Fuck I can't believe I have to got to Belmont!' He was slamming on the steering wheel saying he didn't want to go to Belmont. I also told him I would be using an American Express and he said 'I don't take credit cards.' I offered that he could turn around and take me back to the airport so I could get another cab but he said it was too late. I then took a picture of the notice sign so I could call you at 311 to complain, then he asked me if there was a problem and he started yelling at me again bacause I said yes, you are swearing at me. He claimed he wasn't talking to me, he did have a headset on. Then he said 'I'll fucking drop you off at the corner, why are you making such a big problem?' Basically he was a completely abusive driver who threatened to drop me off just because I wanted to copmplin, it was horrific. He was enraged, I felt threatened in the car and it was just ridiculous to have that experience. And he continued to be on his cell phone for the entire ride, mumbling about me in English and in a foreign language, cussing. It was abusive behaviour for about 30 minutes. I'd love to get a call about this." - - - NA	02/24/2012	05:20	pm	Yellow_Cab_Co_op	049	99999	Yellow Cab	No	SFO	Belmont, CA
1072144	2/24/12 6:17 PM	See belwo - - - Customer, his wife, and children got on a Yellow Cab number 1241. His 2yr old daughter was crying. The driver told the family to get out of the TAXI because he cannot have a crying child ride on the cab.	02/24/2012	06:15	pm	Yellow_Cab_Co_op	1241	0000	Yellow cab	No	Hilton Union Square	
1072197	2/24/12 8:40 PM	Driver info not posted in the vehicle: I got int he cab at 4th & Market. The driver immedialtely asked me if i had cash. I told him where I wanted to go. After I told him, he started driving. I asked him why he was going that way. After that he became argumentative. He stoped the vehicle and told me to get out. I dont understand why. The Driver ID does not match his face. ID # 51957 he is showing me the ID but it is not him. - - -	02/24/2012	08:43	pm	Town_Taxi_Cab	422		SUV inside says CAB #87	No	4th & Market	

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1072242	2/25/12 5:01 AM	patron stated that "when the patron approached the driver of the taxi to go to his destination the driver would not take the patron to his required destination when the driver was able to deliver the patron to his destination"; - - - Patron called to file the complaint.	02/25/2012	05:00	am	DeSoto_Cab	2106	9999	Blue	No	W Hotel	Oak & Bucannan
1072243	2/25/12 5:35 AM	Town Taxi driver in cab number 12 was very rude and aggressive - - - Desoto cab driver stated, that "I parked at the Hotel at 3rd and Howard and I was waiting for a customer. There was a gentleman walking on the sidewalk looking for a cab. He went to the first cab, the driver refused, then told me I was suppose to take him. I told him "No, I'm already waiting for a customer. The town taxi driver jumped out of his cab, opened my door and told me "You have to take this customer, or you have to leave!" I told him I could not take the customer and I asked that he stop harassing me. The Town taxi driver then called security and told security to have me leave. Security talked to me and told me I had to leave. I didn't want to make a scene, so I left!"	02/25/2012	04:50	am	Town_Taxi_Cab	12			No	3rd and Howard	
1072537	2/25/12 2:36 PM	see below - - - Security Officer at Pier 39 called to report taxi driver who was being uncompliant. This happened in the Pier 39 Taxi zone where only 5 vehicles are allowed in a taxi zone. A cab was idleing on the 7th spot. Officer told the driver that he cannot stop there. The driver said that he has a fare to pick up. Officer then explained to the driver that if he's fare is not waiting then he has to drive around and come back. Driver was uncompliant and then started cursing as the officer writing down the taxi information. The driver hid his information by removing the plate on his dashboard. The driver finally left. Luxor Minivan, number 9053, plate 52802B1.	02/25/2012	01:55	pm	Luxor_Cab	9053	0000	Luxor minivan, number 9053 with plate 52802B1	No	NA	NA
1072621	2/25/12 7:23 PM	see below - - - Customer boarded the cab. A sign saying cash only over the credit card machine. When asked, driver said he didn't want to accept card because it charges extra on him.	02/25/2012	07:15	pm	Yellow_Cab_Co_op	452	00000	Yellow Cab	No	NA	NA
1072676	2/26/12 1:52 AM	rude/discourteous/ and reckless driving - - - patron stated .... we got in the car - he had loud music on - patron asked the driver to turn off the music ... at the point - the driver "flipped out" he started yelling and stated this "is my cab" he said - we should not distract him., he was speeding 45 - 56 MPH in a 25 mph zone. driving reckless not pushing turning signals, he was not in a good psychological place.	02/26/2012	01:38	am		9999	99999	white,green - 4 door, toyota lic # 53310B1 - California plates .....	No	11th & harrison	15th & delores



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1072680	2/26/12 2:58 AM	Driver on cell phone - - - Patron stated, that "The driver was on his cell phone the whole time."	02/26/2012	02:55	am	Yellow_Cab_Co_op	1226		Yellow cab	No	Northridge	Sacramento and Baker
1072804	2/26/12 10:47 AM	Driver did not take the most direct route to destination & unsafe driving. - - - Patron states "the medallion or badge number was not displayed in the cab that was easily seen from his back seat. I looked while I was riding and while I got out. he picked me up at Chestnut and Columbus heading south on Columbus, I was going to Kaiser Hospital on Baker and Geary, instead of turning right on Lombard to Jones and left on Pine, he drove all the way down to Montgomery and then when down to Pine. He basically drove in straight lines. I asked the driver how he was planning on getting there. He got upset and told me "If I wanted to specify the route I should have done so when I got in the cab. I do this for a living and I'm going to take you the best route in professional opinion, why which way do you want me to go? If you wanted a specific route you should have told me when you got in." At that point it wasn't going to make a difference, so go the way you planning on going. From that point he drove like a mad man, like a man who was angry. At Columbus and Montgomery we almost got into a collision, we got about a foot from hitting another car; he had to jam the brakes on. He was weaving in and out of cars and speeding.	02/26/2012	10:27	am	Bay_Cab	665		Sedan	No	Cloumbus and Chest	Geary and Baker
1072982	2/26/12 4:28 PM	outside Hilton hotel on Kearny and Clay on the street. He was there for at least 15 minutes while I was waiting for a guest. Saw another person have a conversation with the taxi and she did not get in. When we got my sisters luggage into the car, he asked where we were going and told him the mission. He then said he had an appointment in 5 minutes could not take us. I think he wanted a fare to the airport. The cab that came up behind him told us he was not allowed to refuse a fare. When we left in another cab, he was still sitting there waiting. - - - he was nice about it, but the rule is you are not allowed to refuse based on destination	02/26/2012	04:00	pm	Fog_City_Cab	707			No	Kearny	Clay
1073027	2/26/12 9:18 PM	Patron states "I left my phone in a cab and i tried to chase the cab down and he wouldnt stop and i finally got it back because i called the fairfield police because it was an iPhone and i could track it down online. The cops said that the driver said that he was too tired to bring it back to me or to their lost and found but he made a lot of outgoing phone calls during the time it was with the cab driver. I had been texting it and calling it and he didnt answer." - - - n/a	02/26/2012	01:30	am	Luxor_Cab		665188	Luxor, possibly an SUV,	Yes	california and larkin	baker and washington

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1073060	2/26/12 11:20 PM	Rude Yellow cab driver blocking traffic lanes. - - - Motorist, stated that "I work at a hotel and as I was approaching the intersection of Jefferson and Hyde blocking there was a Yellow Cab driver blocking two lanes (parallel parked). He was blocking his load and unload lane along with the traffic lane. I honked once as a courtesy to let him know I was behind him. When the driver did not respond, I honked again full force. As I was going around him to make a right turn, he rolled down his window and said "Whats up?" I said "Didn't you see my car?", then I said it again "Didn't you see my car?". He said "NO". I said "Of course you didn't asshole!". I continued around him to make my right turn."	02/26/2012	10:48	pm	Yellow_Cab_Co_op	1141			No	Jefferson	Hyde
1073345	2/27/12 10:19 AM	Passenger stated: The driver keeps on answering his cell phone and does not have any hands free device. - - -	02/27/2012	10:19	am	Bay_Cab	2917		White with red letter/number	No	SFO AIRPORT	Haight & Webster
1073693	2/27/12 3:40 PM	Customer states: I was in the middle of the crosswalk on a green light. This cab driver, who was turning from Townsend St onto 4th St, went around the bus at the bus stop not seeing any pedestrians on crosswalk. I was getting so close to literally hit and killed by him! It happened so fast that I could not see which cab company it was. Thank you. - - - na	02/27/2012	03:00	pm		1134		white color cab	No	na	na
1073788	2/27/12 5:21 PM	Caller stated "There is a lady here that has been waiting here for over 2 hours for Yellow Cab and they haven't showed up. She has a coupon to only take Yellow Cab. This is just a crime. This isnt the first time that this has happened. Where people are ill and sick, they just ignore the calls, they just dont come." - - - NA	02/27/2012	05:21	pm	Yellow_Cab_Co_op	9999	999999	NA	Yes	UCSF Parnassus	NA
1073985	2/28/12 7:56 AM	Patron stated: "The taxi driver was on his cell phone the entire time I was in the cab, even after I asked him to get off due to safety reasons and because it was against the law. He just kept talking." - - -	02/26/2012	09:15	pm	DeSoto_Cab	202		DeSoto	Yes	731 Florida St	29th Ave and Clement

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1074458	2/28/12 3:52 PM	I was at the Hyat at 330 and hailed a cab. The driver pulled over and opened his window and asked where I was going. He wouldn't unlock the door to let me in. I told him that I was going to Fell and Buchanan. He then shook his head and said no. That's when I told him that he wasn't supposed to be asking me where I was going before I got into the car. The then started yelling at me in a different language, drove off and picked up another passenger further up. - - - The number 43 was painted in white on the rear left of the bumper. The license plate number is 8Y31331.	02/28/2012	03:30	pm	Arrow_Cab	43		RED BODY, SEDAN	No	IFO THE HYATT ON DRUMM STREET	
1074784	2/29/12 9:03 AM	CUSTOMER STATES THAT THE CAB DRIVER OF THIS VEHICLE JUST LITTERED ONTO THE STREET. THE DRIVER WAS DRIVING THE VEHICLE HE OPENED THE DOOR SAT A BOTTLE BEHIND A TIRE AND THEN THROUGH OUT SOME PAPER WHILE HE WAS DRIVING. - - - CUSTOMER STATES THAT THE CAB DRIVER OF THIS VEHICLE JUST LITTERED ONTO THE STREET. THE DRIVER WAS DRIVING THE VEHICLE HE OPENED THE DOOR SAT A BOTTLE BEHIND A TIRE AND THEN THROUGH OUT SOME PAPER WHILE HE WAS DRIVING.	02/29/2012	09:00	am	Arrow_Cab	772	9999	ARROW CHECKERED CAB	No	N/A	N/A
1074844	2/29/12 9:45 AM	The caller stated, "I'm a Social worker at a senior property, and this morning a Yellow cab pulled up and one of his passengers got out who didn't speak English very well, but in broken English explained to me he was there to pick up a friend. While he was there, the cab driver kept shouting that he had to go. I told the driver these folks are elderly and they're coming, they'll be here soon and he will get paid. At this point the driver became very abusive to me, pointing, and telling me, 'I don't f***ing care. There were other people in the lobby who also witnessed this. I asked him for his name but he refused to give it and said again, 'I don't f***ing care when I told him I was going to report him. I think the only reason he didn't take off is that there was a 3rd person in the cab. I have a feeling the problem with some –certainly not all –of the cab drivers is that the elderly often use the taxi script and so they are being discriminated against. I called Yellow cab and the person there advised me to call 311 to file this report." - - -	02/29/2012	09:30	am	Yellow_Cab_Co _op	1019		Newer sedan in good shape.	Yes	118 Diamond St.	
1075329	2/29/12 6:56 PM	see below - - - Customer asked for a ride from Market and 4th to the Marina. Driver said he was on a call. Customer thinks he refused service because he was waiting for a fare to the airport.	02/29/2012	06:55	pm		1059	0000	red white and blue	No	Market and 4th	NA

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1075498	3/1/12 8:34 AM	Taxi Driver explained: The other taxi driver refused fare because the passenger was not going to the airport. So I had to take the fare and that is not fair, he is supposed to take the next person in line. - - -	03/01/2012	08:30	am	Veterans_Cab	901		old Crown Victoria	No	Palace Hotel, 1 New Montgomery St.	n/a
1075791	3/1/12 1:36 PM	Per cabbie: Im a cab driver and this is about a driver refusing to take credit cards. He said that his credit card machine is broken, which is nonsense. I already called his company. He was in front of me in line at the Bank of America. A lady came out from the bank and then came to me. She said he told her his credit card machine wasnt' working. Then I asked him about it. Theres a process for this...he just switches out the machine. Hes with Yellow. This was at 555 California St. - - -	03/01/2012	01:21	pm	Yellow_Cab_Co_op	594		Ford Escape	No	555 California St.	
1075881	3/1/12 3:59 PM	Passing up fares - - - Taxi driver Junior Ferriera states DeSoto Cab number 847 turns down short cabs fares. Cab Numer 847 also turns down credit cards and he also waits for fares to the airport.	03/01/2012	04:00	pm	DeSoto_Cab	847					
1075883	3/1/12 4:01 PM	The taxi patron states: I am calling because I am very frustrated. This happens all the time where you will call for a cab one never shows up. You cannot flag a cab in this area because all the cabs are heading downtown and do not want to head toward Bernal Heights. Today, I waited for over at least two hours for a cab to come from multiple cab companies. This is not right. I am a Senior, 75 yrs old . This is a request from the Safeway on 30th and Mission. The Taxi drivers do not care about the elderly patrons or the disabled. - - - The patron contacted Yellow Cab, DeSoto, Luxor and the City Wide Dispatch number. I tried another City Dispatch number that did not answer at all.	03/01/2012	02:00	pm	Yellow_Cab_Co_op	9999	9999	n/a	Yes	30th Mission	106 Appleton
1075989	3/1/12 7:35 PM	NA - - - Desoto cab number 393. Driver came very promptly to Kaiser emergency. He was on time and cordial. However, driver was texting when the car was stopped. Customer had to keep reminding him that the tight had turned green while he was texting in 5 different occasions.	03/01/2012	07:30	pm	DeSoto_Cab	393		DeSoto.	Yes	Kaiser Emergency	Sutter and Hyde
1076034	3/2/12 2:06 AM	CALLER STATES THAT HE IS A TAXI DRIVER AND WHILE AT THE AIRPORT A YELLOW CAB CAME FROM THE FREEWAY AND WENT IN FRONT OF THE LINE AND TRIED TO TAKE HIS PASSENGERS LUGGAGE AND PUT IT INTO HIS CAB. CALLER STATES HE TOLD YELLOW CAB DRIVER THAT THESE ARE MY PASSENGERS. CALLER STATED THE DRIVER OF THE YELLOW CAB STARTED TO CALL HIM NAMES AND TRIED HIT THE DRIVERS OF THE OTHER CABS WITH HIS CAB. - - - NA	03/02/2012	01:25	am	Yellow_Cab_Co_op	63	9999	YELLOW SUV	No	SFO	NA

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1076039	3/2/12 3:26 AM	The caller states, "I was going 3 blocks away, but the taxi driver said he was not going to take me because he wanted an airport fair. He kicked me out the taxi." - - - NA	03/02/2012	03:29	am	Yellow_Cab_Co_op	1103		Yellow Cab	No	Fairmont Hotel	NA
1076115	3/2/12 8:23 AM	Motorist states the taxi driver was driving recklessly and is a hazard on the road.I want this to be on file.I was waiting at a red light someone in front of me was stopped.There was not enough room for me to go around.I had to wait for the green light for cars to move in order for me to pass the stopped car.It was taxi that went around me from behind almost colliding with me.There were passenger in the taxi. - - -	03/02/2012	08:15	am	Town_Taxi_Cab	2501				Webster St	Oak St
1076283	3/2/12 10:26 AM	Caller states "I enter the cab and ask the driver did he accept the Para Transit taxis card. He said I had the equipment but I don't know how to use it. This is my 2nd day driving. I continue on my journey because I had a very important dental appt. I was force to pay the fare with my own moneys. City law states that all cab drivers in SF must accept the Para Transit card. He violates the law and investigation should be done. I am a frequent cab passenger and I experience it that it the only large cab company accept the Para Transit card. Thank you for investigate in this import matter. " - - -	03/02/2012	07:45	am	Royal_Cab	448	56448	red ,yellow	No	post/taylor	2155 webster st.
1076395	3/2/12 11:39 AM	Pateron States: I approached the cab and told the driver I needed to go to the Fairmont hotel in san José and he said ok and I said it again when I got in the cab and he said that he understood and I asked him what the fare would be and he said \$45.00 and I said ok fine. I thought that was correct. I am from the east coast and just flew in and am unfamiliar with where cities are located. As we were driving we were driving into SF I asked if san José was part of san Francisco and he said no and he said that it was in the opposite direction and I told him that that is where I initially told him I needed to go and he said that it would be a lot more and I asked how much and he pulled out a piece of paper and told me 164.00 so them I complained to him that I told him twice where I needed to go. I had to get to my destination so I had no choice because I had to get to my meeting. He took me to San José but I had to navigate using my phone because he did not know where to go. If he had told me up front that it would have been 164.00 to get from San Francisco to San José I would have just rented a car. I could have rented a car for one day for 34.00 instead of paying 164.00 for a 30 minute cab ride. The meter in the cab didn't even work. I took a picture of the sheet of paper that he held in his hand that had the list of prices. I would like for somebody to contact me regarding this complaint. - - - The Medallion Number is 1142.	03/01/2012	02:00	pm	Luxor_Cab	9999	711645	Luxor Cab	No	San Francisco Airport	Fairmont Hotel San Jose Ca.

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1076506	3/2/12 1:57 PM	Please see below. - - - Red and White taxi. On the side it may have said "13 or 18." He picked me up at 1421 17th Street. I flagged him down. I got in the car. The car smelled strongly of tobacco marijuana. I gave him the address and asked if he took debit cards. I was going to 562 Lyon Street. Halfway through, I asked him if he would go on Fell. He said he didn't go that way. I said that I would like him to go that way. he said he wasn't going to go that way. I dropped it. At the destination, I gave him my card and asked how much he wanted to give as a tip. I said he had taken longer than he needed to so that I wasn't going to give him a tip. He said if I wasn't going to give him a tip that I would have to pay in cash. I said I don't have cash on me. I just want to pay with my card. He said my machine is broken. I'm not going to have you pay with a card if you don't give me a tip. I said I don't have cash, just run the card without the tip. He said my machine is broken. I said I asked when I came in if I could pay with a card, and you just took my card. Then he said "Listen faggot, you pay me cash. I said give me back my card. He did a gesture with his arm towards me. I told him not to do that. I told him that I was going to call the cops. He said "If I use your card, I get charged five percent and I have to record it. I said I don't care, just give me back my card. I checked my credit card company. The charge went through, but it looks really weird. He throw the card back to me and said "Get out of my car." - - -	03/01/2012	06:20	pm		9999	9999	Red and yellow SUV	No	1421 17th St	562 Lyon Street
1076613	3/2/12 4:03 PM	Patron stated "I arrived at SFO. I took a Yellow cab from the taxi stand. I told the taxi driver I want to get dropped off at Park Merced. The cab number 1103. The cab driver dropped me off. I kept telling the taxi driver to park the car and not leave it on the main road. The cab driver just refused and started getting belligerent. The cab driver started calling me name. He refused to give me a receipt than he finally gave one. The reason I wanted him to move the car to the side of the street so I would not be hit by another car. Instead of it being in the middle road. I also asked him for his name and identification and he refused to give it to me. I also asked me for the cab number. He refused and said whn you get out you can see it from outside. " - - -	03/02/2012	03:55	pm	Yellow_Cab_Co _op	1103			No	SFO	Park Merced

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1076805	3/2/12 9:52 PM	CALLER STATES WE GOT IN THE CAB ABOUT 10 BLOCKS PER HOME AND WHEN WE GOT INTO THE CAR I SAW CREDIT MACHINE I TOLD HIM OUR ADDRESS I TOLD HIM WE WERE GOING TO USE THE CARD AND HE SAID THERE WAS A \$10 MINUMUN HE SUGGESTED THAT HE WOULD TAKE US TO THE ATM AND HE SAID HE WOULD CHARGE US I TOLD HIM THAT WAS NOT ACCEPTABLE WE WOULD ONLY PAY FOR THE AMOUNT OF THE FARE. WE WENT BACK AND FORTH ABOUT THE CARD. I TOLD HIM I WOULD COMPLAIN ABOUT THIS AND HE SAID GO AHEAD. WE CONTINUED TO GO BACK AND FORTH ABOUT ACCEPTING THE CREDIT CARD AND AFTER 5MINS OF HIS LYING HE FINALLY ACCEPTED THE CARD. - - - MEDALION #88	03/02/2012	09:48	pm	Regents_Cab	9999	99999	SUV DON'T REMEMBER THE COLOR, LICENSE PLATE#5W836387 (SIMILAR TO THIS)	No	POLK ST & CALIFORNIA ST	CALIFORNIA ST & STOCKTON ST
1076825	3/3/12 2:37 AM	The patron states, "The sign on the taxi read the taxi takes credit cards, but the driver said he could not accept credit cards because the machine was broken." - - NA	03/03/2012	02:38	am	Yellow_Cab_Co_op	2755		NA	No	Geary Blvd & 11th Ave	Geary Blvd & 33rd St
1077141	3/3/12 2:36 PM	Pedestrian states: "I was walking on the bridge, it was walking sign for me so I was crossing the road. The taxi wanted to turn right, he complained because I was blocking the road. He honked and yelled at me. The cab number was 351 or 352." - - -	03/03/2012	02:30	pm	American_Cab	351	9999	American Taxi	No	McAllister and Van Ness	NA
1077264	3/3/12 6:54 PM	Patron states she took a cab from the airport that didnt have any seatbelts receiver in the back-it had a seatbelt but nothing to hook it into. the driver had no badge displayed, no name or anything. His solution was to pull over to the side of the road for the patron to get into the cab's front seat - - - n/a	03/03/2012	05:50	pm	Royal_Cab	0023		royal cab, sedan, 0023 cab number on the sedan	Yes	SFO	550 davis
1077328	3/4/12 1:22 AM	The caller states, "The driver was very distracted by his phone. He was texting and driving and was not paying attention to the road. We advised him to take a shorter route, but he was driving in circles. We asked him to pay attention and put the phone down and travel in the right direction. He was slowing down at green lights. We repeatedly asked him to pay attention. He stopped and pulled over & noticed he never turned on the meter and told us to get out. He thought we were not going to pay. We said no and wanted to be taken to our destination. We explained it was not our fault the meter was not turned on. We asked to see his medallion and said it's on the outside of the car and you can get out to see it." - - - NA	03/04/2012	01:22	am	American_Cab	475		newer sedan	No	16th & Potrero Ave.	Hayes & Fillmore

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1077333	3/4/12 3:15 AM	CALLER STATES WHEN I GOT INTO THE CAB AND TOLD THE DRIVER MY DESTINATION SHE REFUSED THE FARE. - - - HAPPENED BETWEEN 12:00AM & 2:00AM	03/04/2012	12:00	am	Yellow_Cab_Co_op	1169	9999	YELLOW SEDAN	No	OFARRELL ST	1 MARKET ST
1077336	3/4/12 4:31 AM	The caller states, "The taxi driver refused fare." - - - NA	03/04/2012	04:00	am	Yellow_Cab_Co_op	783		license #8V600851	No	335 Powell St.	NA
1077405	3/4/12 9:54 AM	Customer states: I ordered this cab from TaxiMagic for our journey from 38 Bryant St. to JW Marriott Hotel. He waited for 3-4 mins after arrival. He was rude and complained that we made him wait for a long period of time. When we got out of his cab we did not tip him because of his rudeness. He yelled 'faggot!' to us. I have left a message on Luxor's supervisor voicemail, and have not received a call back yet. Thank you. - - - See above.	03/03/2012	05:20	pm	Luxor_Cab	385		Luxor	Yes	38 Bryant St	JW Marriott Hotel
1077860	3/5/12 1:53 AM	driver refused passenger - - - per patron - driver would not take more than 5 passengers	03/05/2012	01:45	am	Yellow_Cab_Co_op	979	9999	yellow cab	No	4736 Mission	unknown
1078092	3/5/12 10:08 AM	Taxi driver asked patron where he was going before I got in the cab. - - - Patron states "my friend and I were on the sidewalk crosswalk and we flagged down a cab, he pulled to the side and rolled down the window and asked us where we were going. I said you can't ask us that, it's illegal." The driver told me to go f-myself, I can ask you whatever I want." I said no you can't; let me have your medallion number.' He rolled up his window. I went around the back of the vehicle and recorded the taxi number, he noticed I was doing that, I came around the front again and he just started cursing me out again, in front of a bunch of people. I didn't say anything, he just drove off."	03/04/2012	04:02	pm	Luxor_Cab	78		SVU	No	Valencia and 14th	
1078517	3/5/12 3:38 PM	Patron stated "On February 25, 2012. I jumped into 62. I have a photo of a sticker on the inside. The taxi driver told me he would not take credit cards. I informed him that it was contingent upon him to accept credit cards as a medallion holder. The taxi driver argued and said he would only take cash. I paid him cash but I happen to know that he is not required to take a credit card. I would appreciate someone informing taxi cab driver to take credit cards. I would like to see some progress or education. Or other recourse for people who want to use credit cards or don't have cash. " - - -	02/25/2012	11:00	pm	Metro_Cab						



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1079433	3/6/12 6:21 PM	Customer got in the Taxi and the taxi driver told her he was accepting cash only. When she told him that was against city ordinance he told her &quot;Get the fuck out of my cab.&quot;; - - -	03/06/2012	06:21	pm		817		4 dr sedan	No	Stockton and Green (IFO Bank of America)	NA
1079437	3/6/12 6:28 PM	Taxi driver refused to take a credit card. This is the second time this happened to customer tonight. - - -	03/06/2012	06:30	pm		1283		White taxi	No	Washington Park	NA
1079447	3/6/12 6:45 PM	Caller stated that she asked him if he will accept her paratransit card, and he told her "no I would not accept paratransit card, my machine was broken," caller stated that this taxi company should be investigated, all taxi companies large and small by law should accept paratransit card. - - - n/a	03/05/2012	02:30	pm	Fog_City_Cab	680	000000	n/a	No	calif, and franklin st	n/a
1079500	3/6/12 9:41 PM	Driver states the cab was weaving in and out traffic - - - The cab was going west bound on Geary and I was in the far right land. The cab pulled up and tail gates me and came up in front of me I hooked the horn at him because he almost hit me. The cab raced in front of me and almost hit me. Resident states then the cab slammed on brakes trying to make the resident run into him. The motorist states he would not have called but after the incident the cab sped and was dangerously weaving in and out of traffic. Several blocks laer the motorist heard others blowing their horns at the cab.	03/06/2012	07:45	pm	Yellow_Cab_Co_op	201		Yellow		Geary	12th Avenue
1079507	3/6/12 10:20 PM	patron called and stated that &quot; the driver of the cab drove very fast through the intersection of Taylor and California Streets turning right onto California Street and the patrons wife was attempting to cross California Street with a green light and the driver of the cab did not yield to the patron causing the patron wife to jump back out of the way and she hit her pet dog causing an injury to the dog by causing a large gash on the back left leg of the dog&quot;;. patron stated that &quot; this is going to require emergency medical attention from a vet for the dog&quot;;. - - - patron called to file the complaint.	03/06/2012	10:00	pm	Yellow_Cab_Co_op	418	99999	Yellow Cab	No	NA	NA

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1079522	3/6/12 11:25 PM	Driver not Accepting credit cards - - - trip #4668/ Ap #02509C - per patron - the cab driver would not accept the credit card, when he started explaining the meter read 12.85, by the time he finished explaining the meter read @ 13.40, the driver was upset because he only got a .60 cent tip. When originally getting into the cab - various credit cards are displayed, however due to the amt the city charges - this cab driver refused to accept credit cards. but he did because that was all I had, he wanted to drive me to an ATM, but i said NO. patron has a receipt &quot;citywide, web cabby.com)	03/06/2012	11:07	pm		9999	9999	yellow car ....	No	Drumm & California	Seamore & golden gate
1080670	3/8/12 12:26 PM	Per caller: My colleague and I took a cab from SFO the the Holiday Inn Express. The driver took a long route to the hotel. I realized this when we got to 50usd. Then he told me he couldnt take a credit card payment. He took the credit card but he didnt give me a receipt. It was paid by credit card. He gave me a taxi pass voucher where he wrote 70usd. It goes through something called Taxipass from Boise, ID. Even though I didn't sign for it, it went through at \$73.00, which I didnt authoritze. It was paid by a European credit card which should be easy to trace. There is a refence number Z412574 and the last 4 digits of the card are 2040. The worst thing is the overcharging. He charged what was on the clock but it was a bizarrely large amount. I come to the City often and take lots of cabs. I usually stay at the Clift Hotel and the fare is around 40usd depending on the route. I was talking to my colleagues and realized we were at 50usd. I rounded it out to 70usd. We went past the ballpark, I dont expect thats regular and we went around the Embarcadero. Could you make a note to have someone contact me and let me know what happens to this guy? - - -	03/06/2012	06:00	pm		2515		may have had a screen that separates the driver from the passengers	No	SFO	Holiday Inn Express  Fisher mans Wharf.
1081070	3/8/12 7:12 PM	See details below in comments..... Vina cab NOT IN DROP DOWN MENU !! - - - Per caller: tried to pay using Paratransit and driver refused to take it. I asked him can I pay using credit card - he agreed. I want to file a compliant about him not accepting my paratransit	03/08/2012	03:30	pm	Comfort_Cab	879		Vina Cab	No	Howard and Main	19th and Irving
1081100	3/8/12 8:54 PM	Caller stated &quot;I was supposed to be getting into a taxi cab and the cab driver locked the door so I couldn't get in.&quot; - - - NA	03/08/2012	08:50	pm	Yellow_Cab_Co _op	1064	999999	yellow, 4 door	No	Ellis x Powell	NA

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1081448	3/9/12 11:44 AM	Caller stated: Cab was in a taxi line at the hotel. Taxi cab driver refused to take me and he was the 1st taxi driver in line. Driver said... it's only a mile, its too short and that I can walk. The 2nd cab also refused to take me because the first cab would not get out of the way in the line. - - - License plate#52598B1	03/09/2012	11:40	am	Luxor_Cab	959		white with blue lettering	No	Grand Hyatt (Stockton & Sutter	
1081856	3/9/12 7:29 PM	patron states, "The driver was rude. We asked him to make more than one stop and he tried to kick us out in the middle if the street. The driver became very aggressive. We decided to get out of the cab, he said it was Friday night and he was not making more than one stop."> - - -	03/09/2012	07:20	pm	DeSoto_Cab	365		Desoto	No	Market & Velencia	Bay & Powell
1081861	3/9/12 7:42 PM	Pedstrian states i was crossing the street and a cab made a left hand turn, going past the speed limit, i had to dive for the curb, they dont watch for pedestrians any more, i want the company tell him to drive more safely, when i got up he shook his head at me, he was going north on columbus turning right on grand, he did not stop for the cross walk, they cant get away with this anymore. - - -	03/09/2012	07:30	pm	Yellow_Cab_Co_op	528		yellow	No		
1081898	3/9/12 11:43 PM	Patron states "we got in the cab and the window showed all the credit cards they accepted. we got into the cab and he said that his credit card machine wasnt working even though it looked like it was and that he was only accepting cash at this time and said that if we wanted to pay with credit there was another cab coming the opposite way. Both the other passenger and I noticed that the credit card machine looked to be working. i asked for his name and he said his name doesnt matter and i checked his cab number and cab company on the inside of the cab. - - - na	03/09/2012	11:46	pm	Regents_Cab	611		regents cab was inside, yellow, sedan	No	haight and clayton	na
1081905	3/10/12 1:23 AM	Taxi driver put patrons out of cab. - - - Patron stated, that "When we got into the cab (3 young girls), my friend put her foot on the seat. The driver said "Can you please put your foot down?" So, my friend put her foot down. The driver drove about 5 feet then refused to move the cab for about 3-4 mins. He told us to get out he didn't want our fare. We saw another Yellow Cab so got out and jumped in it! This was not a very good driver and he was very rude!"	03/10/2012	01:20	am	Yellow_Cab_Co_op	409		Yellow Cab/Sedan	No	Lombard and Steiner	Lombard and Steiner

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1082062	3/10/12 10:21 AM	Refused fare because it was not going to be at least \$10 dollars. - - - Patron states that he hailed a cab from WESTFIELD SHOPPING CENTER to go to the detination Washinton and Taylor. Patron states that he advised the cab that he would be paying with a credit card and at that time the driver told them he would not accept the fare if it was not going to be \$10 fare he would not take them and put them out of his cab.	03/09/2012	09:45	pm	Yellow_Cab_Co_op	2740	9999	Small SUV	No	Westfiel d Shoppin g Center	Washin gton and Taylor
1082294	3/10/12 3:17 PM	drivers are honking their horns all hours of the day and night to open the gate of 999 Pennsylvania - - - noise complaint	03/10/2012	03:10	pm	Town_Taxi_Cab			white honda	No	999 Pennsylv ania	
1082317	3/10/12 4:17 PM	Taxi driver went out of the way and drove up the fair. I mentioned a couple of times that he was not going the right way and he did not respond. - - - n/a	03/10/2012	04:15	pm			54045	red and blue and white	No	Market	Saint Francis
1082402	3/10/12 6:29 PM	Patron states &quot;I went to get my stuff out of the back and the second i open the back the ramp fell and scratched my leg and it fell on my toe. Im not sure if the toe is broken or not. I have a pretty expensive pair of jeans on and they got ripped as well.&quot; caller states he is not in any need of any emergency care at this time. - - - n/a	03/10/2012	06:20	pm	Alliance_Cab	9093		alliance, green mini van with handicapped ramp.	No	SFO	1058 de haro
1082426	3/10/12 8:46 PM	When I flagged the taxi the driver he insisted that this is cash only cab. I said that SF law says that you have to take credit cards. He said he did not have to take credit cards. As I was in the cab I Google the SF ordinance and showed it to him and he said he had never heard of that law. I asked him how long he had been driving and he said he had been driving a cab for a long time. But he still would not take a credit card and made me pay cash, \$15.00 before I could get out of the cab. I looked up National cab and asked to speak to shift supervisor and he was busy. I was told he would call me right back to take my complaint and that was 4 hours ago and I still have not received a call back . I want someone to contact me on the outcome of this complaint.&quot; - - - n/a	03/10/2012	05:30	pm	National_Cab	2968		National Cab	No	McAlliste r and Steiner	3rd and Harriso n
1082449	3/10/12 10:01 PM	Patron states, &quot;My wife and I got in the cab and the cab driver took the long way around to our destination like we were tourists and overcharged us for the cab ride.&quot; - - -	03/10/2012	09:55	pm	Yellow_Cab_Co_op	1404	999999	Yellow and black, sedan	No	Union and Webster	Westin Saint Francis Hotel

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1082477	3/11/12 3:29 AM	CALLER STATES DRIVER REFUSED OUR FARE. ASKED WHERE WE WERE GOING AND WHEN WE TOLD HIM HE SAID NO. THEN THE DRIVER SAID HE WAS OFF DUTY AND WE SAID NO YOU JUST ASKED US WHERE WE WERE GOING AND NOW YOUR REFUSING US. THE DRIVER HAS TAKEN US TO THE CAB COMPANY PARKING LOT. THEN SAID HE WAS GOING TO CALL THE POLICE. THE DRIVER CALLED US A BUNCH OF FUCKING LOSERS. - - - CALLER STATES THAT THE DRIVERS BADGE NUMBER APPEARED EXPIRED AND BELONGED TO ROYAL CAB COMPANY. CALLER STATES HE WAS TRYING TO GO TO THE SUNSET.	03/11/2012	03:25	am	Luxor_Cab	9002	54731	MINI VAN RED,WHITE & BLUE	No	MISSION ST & 18TH ST	CAB COMPA NY PARKIN G
1082636	3/11/12 11:53 AM	Patron states: "I am also a cab driver, and this guy was driving very recklessly, he was making me scared. This was just leaving the airport at 11:40. He cut me off, he crossed the double yellow line." - - -	03/11/2012	11:40	am		048	999999	Royal Cab	No	SFO	NA
1082663	3/11/12 1:03 PM	The caller stated, "I'm from Reno and just flew into SFO and caught Yellow cab 1000 intending to go to the VA Hospital. The guy was an idiot. He was hard on the gas, then on the break, then on the gas. You'd get a better ride on a bus. Veteran's have such a problem getting to the hospital. I think some of the drivers don't like to take vets because of the voucher. They don't know if they'll be parking, if they'll get a ticket while they're getting their voucher. And this guy didn't even know where he was going. I fly in about once a month, so I've been many different ways. The guy asked me how I wanted to get there and I told him that it didn't matter to me. He drove all the way down town to 9th street, then back toward the freeway -he didn't seem to know what he was doing. Once he got to Geary he was fine." - - -	03/11/2012	11:40	am	Yellow_Cab_Co _op	1000			No	SFO	The VA Hospita l
1082780	3/11/12 4:52 PM	Caller stated "I was in another vehicle drving and this taxi was tailgating me for a couple blocks and as I was making al eft turn, he zoomed around me and almost hit me. As I was turning I saw him coming in to my left and stopped turning and avoided one of us running into another. It wsa very close to an accident. I was going NB on Front, turning left onto Pacific." - - - NA	03/11/2012	04:20	pm	Town_Taxi_Cab	651	999999	yellow minivan	No	NA	NA

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1082858	3/11/12 7:57 PM	Driver refused service - - - Patron stated, &quot; I was in front of the Hyatt Hotel and I called a cab. When the cab arrived and asked where I was going I told him Geary and 35th Ave. The driver then refused to take me and told me that if I wanted to go someplace closer he would take me, otherwise I would have to get out and find another cab. I asked for his ID number and he turned the cab off and got out and told me it was on the outside. Then the driver walked away and went inside the hotel.&quot;	03/11/2012	07:35	pm		9999	9999	Yellow, small sport utility vehicle	No	Hyatt Embarca dero	Geary and 35th
1082890	3/11/12 11:43 PM	Taxi cab driver was attempting to overcharge the customer at the SFO - - - &quot;Taxi patron caught the taxi cab at the international terminal taxi line at about at about 11:20 p.m. on 3/11/2012 The taxi cab driver attempted to overcharge the customer with a \$4 dollar surcharge. His reason was that he paid the a \$4 dollar surcharge to get into the airport so that it is only fare that he charge the customer a \$4 surcharge. The taxi patron looked up the surcharge at SFO and it said only \$2. The cab driver called 311 and said to the taxi patron to verify what the surcharge was. Upon verification, the surcharge actually was \$2.00 that a cab driver can charge a taxi patron. After the phone call, the taxi cab driver agreed to be paid a \$2 dollar surcharge. The fare in the meter was \$35.95. In the past the surcharge was already added at the end of the ride on the meter. This time, this cab driver said to add a \$4 dollar on top of the meter.&quot;	03/11/2012	11:35	pm	Fog_City_Cab		318	Lime green/4 door sedan vehicle	No	SFO- Internati onal terminal	18th Street and Minnes ota
1082899	3/12/12 2:27 AM	Cab driver refuse to service the taxi a patron - - - &quot;On 3/9/2012 at 5:38 a.m., while I was at Jones and Ellis I flagged the above taxi driver down. He stopped and then he asked me where I was going. I then told him to be taken to the Civic Center Bart Station. He said to me that he was sorry and that he has another run to do and cannot take me to the Civic Center Bart Station. Why then he stopped for me? I also talked to the Yellow Cab Co supervisor late morning on the same day, and he told me that it is a continuous thing that that driver is doing, and suggested I call 311 to file a complaint.&quot;	03/09/2012	05:38	am	Yellow_Cab_Co _op	1224		Yellow	No	Jones &amp; Ellis	Jones &amp; Ellis

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1083161	3/12/12 11:40 AM	Customer called Yellow cab at 5:30 a.m. and it went through the automatic system. (It tells the cab where to go.) Customer waited 10 minutes and called back to see why it was taking so long. He found out the order was cancelled. He then spoke to the dispatch/operator by the name of Tomas. Tomas said he thought the customer's address was wrong and cancelled the order. Customer asked him why and was told by Tomas there was no apartment number. Customer told the dispatch that he was waiting outside and why didn't he call back to verify. Tomas said since there is no apartment number, he just cancelled the request. Customer stated this is very bad customer service and it was an inconvenience. - - - Dispatch/Operator did not call customer to verify if address was correct or not.	03/12/2012	05:30	am	Yellow_Cab_Co_op			Yellow Cab	Yes	n/a	n/a
1083294	3/12/12 1:22 PM	See below for complaint. - - - Per caller ... driver refused to take Paratransit... told her the machine was not working and refused to do paperwork without machine.	03/12/2012	01:15	pm	Yellow_Cab_Co_op	47	999	Yellow	No	Pine near Leavenworth	n/a
1083297	3/12/12 1:25 PM	Eco Taxi - would not take paratransit coupon from caller. - - - Would not take paratransit.	03/12/2012	01:00	pm		9999	9999		No	Pine at Leavenworth	
1083329	3/12/12 1:57 PM	Customer stated I asked the cabbie do you accept credit card the cabbie said NO. - - - see above.	03/12/2012	01:50	pm	Bay_Cab	1147		Toyota Prius	No	Palace Hotel	Caltrain Station
1083553	3/12/12 6:15 PM	I told him I was picking up somethings from Macy and I was going to run in get items and come back out. So I was going to ask him to wait. I was picking up about 10 bags. He was rude and dismissive and told me the door to the trunk doesn't work and they would have to fit on the seats. I told him that was fine and then he said he would not deal with me anymore. At that point I told him that I didn't understand the big deal then the driver said go away, fuck yourself and say hi to your mother. - - - No sure what company, License plate # 8X99489, 415-822-4900	03/12/2012	06:08	pm	SF_Taxi_Cab			Green and white, not sure what type of car	No	Powell	Geary

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1083817	3/13/12 9:13 AM	Driver became enraged after Passenger gave a small tip, cursed her and spit on her. Customer is asking for her money back. - - - Everything was fine until he dropped me off. My cab fare was \$13.45. I asked him to credit my card for \$14. He made this noise as if to indicate why I wasn't giving him a better tip. I didn't give him more of a tip because he was on a cell phone throughout the trip. He asked if I had any cash. I said I wanted to use my card. He then started to curse at me and spit on me twice. He was calling me foul names such as &quot;whore.&quot; After he left, I called Yellow Cab. He must have circled around, because as I was on the phone with Yellow Cab he drove past and mouthed &quot;Fuck you, bitch.&quot; I am asking for my money back. I am 34 years old and have never been spit on in my life.&quot;	03/10/2012	08:15	am	Yellow_Cab_Co_op	578	999999	Yellow cab.	Yes	527 2nd Ave, Apt A	Near O'Farrell and Market Sts.
1084085	3/13/12 2:11 PM	there was a cab that was being driven by a Hispanic or Indian driver,he was driving on divisadero going towards Castro,this cab was crossing over the yellow lines,he also ran a stop sign at henry and Castro,he also was tailgating a car,and almost hit a pedestrian,besides that he drove close to the curb where cars are supposed to be parked at. - - - this driver is a very dangerous driver and is going to hurt someone if he stays behind the wheel.I'm just a concerned citizen who saw this action.	03/13/2012	02:10	am	SF_Taxi_Cab	1034	000000	new Toyota w/red on top w/gold trim	No	divisadero and Hayes	Castro and 14th
1084263	3/13/12 6:19 PM	Customer took a cab from SFO anf the back end of the car shook alot even when going slow. It was very unsafe and the vehicle needs to be inspected. The driver was aware but downplayed the issue. - - -	03/13/2012	05:15	pm	Yellow_Cab_Co_op	528		4 door sedan.	No	NA	NA



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1084303	3/13/12 8:13 PM	Customer states that "I told him where I was going, I gave him the address of the hotel and he said he didn't know where it was and he kept asking me the address and the cross street. I told him, "you're a cab driver, I expected you to know". I gave you the address. I offered to call the hotel and ask the cross street and then he said no that he knew where it was after all. Once we got in the city, he asked me again what is the name of the hotel and the address and I already told him 3-4 times. So I could tell that he was probably in the wrong direction and I called the hotel at that point and asked for the cross street. When I told him the cross street and he said, "See, you told me the wrong place and it's your fault that we were not in the destination yet" and he proceeded to yell at me, very scary. So I told him after he was yelling at me for like 3-4 minutes to stop talking and I will definitely complain about him and he just kept on yelling and he wouldn't stop. We got to the destination, finally. He told me the full price and he even charge me for being lost and I have to give him my corporate credit card. He took the payment and I didn't give him a tip. He just opened the trunk for the luggage. He stood on the side and made me picked my own luggage. At that point, there was actually an employee from the hotel who wanted to get in that cab because she's going home from work. He said, "no,no, I'm going home, find another way home". The employee noticed that the taxi driver made me take my own bags out of the trunk and kind of checked the	03/13/2012	07:20	pm		1433		Vina Cab, white in color, sedan	No	SF International Airport	W Hotel, 181 3rd St
1084353	3/14/12 1:53 AM	The taxi cab driver overcharged the taxi customer by taking the longer way to get him to where he needed to go. - - - Taxi customer stated: "I flagged down the cab at 18th & Castro at 1:46 am. I told the cab driver that I wanted to be driven to 834 Corbett Ave. He did not know where it is. I then just told him to take the easiest and quickest route. The quickest way would be to go down on Market St. form 18th St. and Castro. He took me down all the way Twin Peak Blvd all the way around, made a right on Burnett, left on Hopkin, and left on Corbett. The taxi fare came out to be \$16.15 because he took me on the longer route."	03/14/2012	01:46	am	Royal_Cab	0997	55421	Yellow 4D looks like a Jeep Cherokee	No	18TH & Castro	834 Corbett Ave
1084720	3/14/12 2:54 PM	Driver on cell phone throughout fare. Driver also overcharged. - - - Patron states "The Driver was talking on cell phone the entire time, ignoring questions I was asking. We got lost because he was talking. I was charged an extra \$7 because we had to wait while he found the destination location on his GPS. The Driver was very rude and had a temper the whole time I was trying to help him get to my destination."	03/14/2012	02:50	pm	Yellow_Cab_Co_op	9999	9999	Yellow cab	No	2nd St and Market St	801 Corbett Ave.
1084858	3/14/12 7:05 PM	Passenger was overcharged from San Francisco to SFO - - - Passenger states the cab charged him twice the fare for his trip to the airport. Passenger would like to be contacted preferably by email. Passenger phone number was also provided.	03/07/2012	07:00	pm	SF_Taxi_Cab	9999		Prius, white in color	No	1500 Van Ness	SFO

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1084904	3/14/12 9:28 PM	two cab drivers refused fares to sausalito from lombard and franklin, even though we communicated that it was the 1st exit off the bridge, medalion number 468 and 1188 said he had the right to refuse fare if it involved going to another city, both drivers were very rude and agitated. - - -	03/14/2012	09:15	pm	Yellow_Cab_Co_op		468	yellow	No	lombard and franklin	sausalito
1084940	3/15/12 12:02 AM	REFUSED PATRON - - - PATRON STATES - CAB REFUSED FARE AND WAS EXTREMELY RUDE	03/15/2012	11:55	pm	Yellow_Cab_Co_op	1176	9999	YELLOW CAB	No	4TH & KTNG	
1084972	3/15/12 7:44 AM	The caller stated, "I called Luxor at about 0710 this morning. I'm a regular client -I ride every Saturday and sometimes during the week. When I call, I sometimes have to order the wheelchair ramp. I also have an infant. When I have my infant I can use the stroller to help me walk. When I don't have my infant I have to use an extra wide walker, so I have to have a wheelchair ramp. This morning, Dispatcher 18 told me I was not allowed to have the wheelchair ramp anymore. On Saturday, I made two round trips with Luxor. I'm not sure which of the drivers it was, but I think I might have been the morning driver that, when he didn't see a wheelchair, went back to Luxor and complained. It could have been either driver, but the morning one was Cuban –and I remember he called me from his personal cell phone –it was a 510 number, and he did have a little bit of an attitude about my not having a wheelchair, but he didn't really say anything to me about it. And I always tip my drivers." - - - There were two cab rides that day -caller unsure which driver complained to dispatch. 0615 AM on 03-10-12 was the first trip of the day.	03/10/2012	06:15	am	Luxor_Cab				Yes	76 Dakota	2750 24th 3333 Mission
1085083	3/15/12 9:53 AM	Patron stated "We had directed the taxi driver to drop us off at Mission and Beale via Folsom St. He refused to go down Folsom St and instead turned down Harrison St. He argued with us when we told him he should take us via the route we requested and then got upset and told us to get out in the rain near a freeway entrance." - - -	03/15/2012	09:48	am	Luxor_Cab	811		White Luxor Car	No	2nd & Townsend	Harrison & 1st.

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1085333	3/15/12 2:21 PM	Patron states, "I always take taxi cabs and we are great tippers. When I got in the taxi cab, the first thing he asked me was, 'Do you have money to pay for the cab? It is going to cost \$12-15 dollars?' I was really offended by that. I don't know if it was because of the color of my skin or my race, but I was really offended. He slammed the brakes, and threw the money, he's really rude. He dropped me off at Geary and Laguna, and he just stopped. I told him, did you just ask me if I have money to pay for the taxi? And he said well sometimes people take the cab and don't pay. I said excuse me you just don't ask me that. I told me to drop me off at 1535 Geary, and he dropped me off at 1435 Geary." - - -	03/15/2012	02:24	pm	Yellow_Cab_Co_op	767		Crown Victoria - yellow	No	New Montgomery and Market - Hotel at location	Geary and Laguna
1085556	3/15/12 7:49 PM	Caller stated "Im a cab driver. I was driving on Broadway and this Luxor cab driver, cut me off and tried to cause an accident. He hit the brakes many times in front of me. I took pictures and I called you guys and called Luxor cab. If you need video, I have the video in my cab." - - - NA	03/15/2012	07:20	pm	Luxor_Cab	1112	99999	Ford Escape	No	Broadway	Clay x Battery
1085611	3/15/12 11:54 PM	The Luxor cab driver pulled up next to the complainant while he was on the road, the cab driver rolled down his window and started taking a picture. While the complainant was at a stop light at Geary and Mission, the complainant asked the driver can he help him. The driver said, "Why don't you S- -K My D- -K" - - - On 3/15/2012 at 11:20 p.m., while the complaint was driving on the road at Geary And Mason. The Luxor cab driver pulled up next to the complainant while he was on the road, the cab driver rolled down his window and started taking a picture. While the complainant was at a stop light at Geary and Mason, the complainant asked the driver can he help him. The driver said, "Why don't you S- -K My D- -K" After that, I got angry and I started asking him what is his problem. He then told me to pull over. I then pulled over in front of the Jack and the box on Geary between Mason and Taylor. I took out camera phone and started recording. I walked out of the car, and walked over to his cab and I asked him why he was taking pictures of my car. He then told me that the reason why he took pictures of my car is because SFMTA told him to take pictures of town cars without license plate. The complainant then asked the cab driver why then he started cursing at him. The cab driver simply stated is because he asked the cab driver if he could help him. The complainant also made a police report about the incident. Police report number is 120 214 678.	03/15/2012	11:20	pm	Luxor_Cab	297		White and Blue Ford SUV	No	Geary & Mason	Geary & Mason

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1085622	3/16/12 2:06 AM	CALLER STATES I WAS PICKED UP AT THE METRIX CLUB LOUNGE THERE WAS A \$1.25 CAB FARE. MY FRIEND SAID HE WOULD PAY MY FARE WITH A 30% TIP ROUGHLY \$15.25. AFTER MY FRIEND GOT OUT AT FOX PLAZA, I ASKED ARE YOU TAKING ME HOME MY FRIEND PAID FOR ME. THE DRIVER SAID NO NO NO. I SAID, BUT MY FRIEND PAID FOR ME WE TOLD YOU 3 TIMES AND YOU SAID OK. THE DRIVER SAID NO. I TOLD HIM I HAD NO MONEY AND HE LET ME OUT AT 9TH ST & MARKET WHEN HE SHOULD HAVE WENT TO 12TH AND HOWARD. - - - CALLER WANTS TO BE CREDITED FOR THE OVERPAYMENT.	03/16/2012	01:30	am	Yellow_Cab_Co_op	571	9999	YELLOW SUV	No	METRIX LOUNGE	9TH & MARKET FOX PLAZA
1085856	3/16/12 11:18 AM	Driver speeding and driving wildly, almost hit bicyclist. - - - Citizen states "I was riding my bike northbound through the Broadway Tunnel. I was bascially run off the road by a taxi at about 10:55 this morning. He was clearly speeding. He grazed me. I didn't get hurt, but he was driving in a wild and unsafe manner. He endangered my life. That is not acceptable. Please contact me at your convenience."	03/16/2012	10:55	am		1261	9999	Possibly white in color	No	N/A	N/A
1085941	3/16/12 1:09 PM	see below - - - Cusotmer said she waved a cab at the corner of Sansome and Clay to Geary and Divisadero. The driver asked where she was going. Customer told her the destination. The driver said she had an appointment but her light service light was on. The driver just drove off without picking up customer.	03/16/2012	01:07	pm	Luxor_Cab	998	0000	Luxor Cab	No	NA	NA
1086254	3/16/12 9:21 PM	I think the vehicle #708. I got into a cab with a coworker in Noe Valley. I live in Bernal Heights and my coworker said I live in Daly City. And the driver said I am about to get off work and I cannot take you to Daly City. This happens allot in the Mission on Friday nights. They always say they are going to get off work soon. - - - n/a	03/16/2012	07:30	pm	Luxor_Cab			Luxor	No	Sanchez and 24th St	Dropped friend off at 24th St and Mission then took me home
1086593	3/17/12 5:41 PM	Caller stated he was driving south on 101 sound and around south san Francisco area, the taxi driver pull to is lane without any signaling and kept on going to the other lanes, the driver went across 4 traffic lanes with no signals, the caller was diver to a speed of over 70 mph and the driver was going faster than him and almost hit him. - - - n/a	03/17/2012	05:25	pm	SF_Taxi_Cab	953	00000	n/a	No	n/a	n/a

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1086595	3/17/12 5:42 PM	Customer states: I flagged down this cab, told driver that am picking up 4 other passengers from Pier 39. But when we're at Pier 39, he said he could only take 4 passengers max in his cab back to the hotel. Now my family is getting on this cab and leaving me alone to get another cab back to the hotel! To me, this is not ok! That's why I want to file a complaint. Thank you. - - - See above.	03/17/2012	05:39	pm	Alliance_Cab	9022		Alliance Cab	No	Marin Memorial Club on Sutter St	Pier 39
1086602	3/17/12 6:12 PM	Patrons got in the cab and when they told the driver there destination the driver told them to get out of the cab. - - -	03/17/2012	05:30	pm		740		White, Blue, Red, Sedan	No	Van Ness and Grove	San Rafael and Monter
1086635	3/17/12 7:42 PM	Caller stated "My friend and I were in the cab and she left her phone in the backseat. We shut the door, the cab driver sped off and we ran after the cab for 2 blocks. We were literally 2 cars worth behind the driver. Had he been looking through his rearview mirror, he would have seen us. He drove through a stop sign without even looking. We were finally able to get ahold of him and he charged us \$12 to drop the phone off to us. We only had a \$10 in cash and he refused, he insisted on \$12. He was just rude. We tipped him in the beginning when he drove off, so the fact that he was rude was just absolutely uncalled for. The phone was also on high volume and I repeatedly called the phone ten times. He should have known that there was a phone in the car. He showed a lack of disrespect, he just did not care." - - - Plate # 8W92055	03/17/2012	07:24	pm	Bay_Cab	876	999999	white and red mini SUV	No	Mission x 24th	48th x Pacheco
1086706	3/18/12 2:32 AM	The caller states, "I was biking on Stanyan Northbound @ Beulah. I was visible to the driver. The cab was traveling south-bound on Stanyan and making a left on Beulah. I screamed and he started braking slowly. He stopped about 3 feet from me. He did not stop to see if I was okay and traveled back to survey the scene and left." - - - The caller would like a return phone call.	03/18/2012	02:20	am	Arrow_Cab	1037			No	Stanyan & Beulah St.	

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1086925	3/18/12 1:16 PM	Motorist stated &quot; I was driving behind a taxi Cab in North Beach on Bay street. At 1:10pm today. The Taxi was honking and flashing his lights to the people in front of him. The taxi got the people in front of him to move over. The taxi got to the signal light and hesitated. The taxi than went through a red light. The taxi at the red light did make sure he wasnt going to get hit as he went through the red light. The light turn green about 4 seconds later. Than the Taxi cab pulled up to another right red light and through a second red light. Than he pulled into a hotel. The cab driver than picked up a customer at the Hilton.&quot;; - - -	03/18/2012	01:10	pm	Arrow_Cab	2940		License plate# 8P20605 Cab compamy was Arrow Checker cab.			
1087172	3/18/12 9:55 PM	A cab ran the light on Cyril Magnin. I was in the left lane on O'farrell and the cab right lane. I passed the light green turning on yellow and he was about 5-6 cars leanthes behind me. He ran the light and then speed fast and cut me off. Almost side swiped me. I slammed on my breaks and stopped. He turned left on Powell. I stopped at red light on O'Farrel and Powell and passed the intersection and pulled over to talk to you. - - - n/a	03/18/2012	09:50	pm	Royal_Cab	1205		Royal	No	n/a	n/a
1087200	3/19/12 2:52 AM	Cab driver was rude, abrupt, and was being discourteous when the patron asked him how he was his morning. - - - &quot;I got into an unknown cab at Divadero and Fulton at about 1:15 am.. on 3/19/2012. I got into the taxi cab and told the cab driver of my destination. I asked him to make a U Turn at Fulton and Divisadedro. He drove me to where I wanted to go which was at 18th and Noe. While I was inside, I asked the cab driver how was his morning. The cab driver totally flipped out and started cursing and saying, &quot;Why you ask me this morning, that is none of your F- -K I NG business! He said &quot; basically take you to where you want to go. Why you asked me that question. &quot; he took me to 18th and Noe I paid him the taxi fare and tips, he went out and walked around to the passenger side, and pulled my right leg to physically get me out of the cab.I was actually going to call 911. I thought I was physically being abused by the cab driver. I am bar tender I take cab home all the time. This is totally wrong, the guy was obnoxious and crazy. I don't want anyone to go through what I went through.&quot;;	03/19/2012	01:15	am			6045	Yellow colored cab 4 door regular car	No	Fulton & Divisadero (Fly Bar)	18th & Noe

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1087267	3/19/12 8:17 AM	SEE BELOW - - - PATRON STATES I WALKED UP TO THE TAXI I ASKED IF HE COULD TAKE ME TO 750 SUTTER THE CAB DRIVER REPLIED THAT IS SUCH A SHORT TRIP, PATRON STATES THAT SHE TOLD THE DRIVER I WILL MAKE IT WORTH YOUR WILE. PATRON STATES THAT SHE WALKED TO THE NEXT CORNER AND TOOK ANOTHER TAXI. PATRON STATES IF CAB IS SITTING IN THE CAB STAND HE SHOULD TAKE A FARE.	03/19/2012	07:35	am		340		GOLD AND ORANGE	No	POWELL AND MARKET	NA
1087728	3/19/12 3:42 PM	no back seat safety belts - - - Not safe to ride in a car without seatbelts.	03/19/2012	03:05	pm	Yellow_Cab_Co_op	627		Yellow cab, 4 door sedan	No	SFO	union and Montgo merv NA
1088322	3/20/12 11:53 AM	This taxi is sitting in the bus stop and it has been parked at a bus stop and the bus could not pull to the curb at the stop. I witnessed several buses try and stop and the taxi would not move. Even after being honked at. - - - complaint.	03/20/2012	11:50	am	Arrow_Cab	772		Arrow Checker, red and yellow colored cab.	No	Geary and Fillmore	NA
1088366	3/20/12 12:41 PM	Patron states I had just landed from SFO took Bart to Civic Center.I went up to Market St. I caught the cab I am 5 months pregangt.I had 3 pieces of luggage with me.The driver did not offer to help or bother to get out the car.I was struggling with my luggage putting it in the back seat.The driver asked me where I was going I told him to Taylor St. He hold me I only take cash just so you know.I told him I dont have cash.He said I cant take you so you have to get out.I told him Im not getting out the cab you just cant kick me out on the middle of Market St.You cant just kick me out the cab.The driver was arguing with me.I told him it was against the law to refuse credit card.The driver got quite and started driving.I take cabs all the times so I know the rules.Once I arrived at my destination again the driver did not offer to help me with my luggage.I live on a hill so it was difficult for me.I immediately called the cab company to complain about this driver and they told me to call 311. - - -	03/20/2012	05:45	pm	Arrow_Cab	1362	99999	red and green	No		
1088432	3/20/12 1:55 PM	Refused wheelchair patron - - - Customer states, &quot;I went up to the cab driver and asked if he can take me. I'm going to sunset. He said he would. I said, I have my mother she is in a wheelchair; you don't have to worry I will do everything; you won't even have to get out of the car. The driver said, No I don't cripples, I don't want wheelchair people. The driver then pulled out while my hand was still on the car and hurt my hand.&quot;	03/20/2012	01:54	pm	Yellow_Cab_Co_op	1168		yellow cab		2200 O'Farrell	

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1088688	3/20/12 5:49 PM	Motorist States: We were driving and just turned left onto Masonic and the driver turned right onto Masonic and we were at the intersection and his lane was suppose to merge into our lane and I don't even know that he know it was a merging lane because he pulled smack in front of us. If I hadn't of turned he would have hit us. I hit my horn to let him know that we were next to him and he flipped us off and swerved into our lane and that made me swerve into the oncoming traffic lane to avoid a collision with him. Then when I swerved back into my lane he pulled from the 3rd lane and tried to cut me off again and wouldn't let me into the middle lane. Then he sped up, went in front of me and stopped in traffic. When I tried to switch lanes he switched lanes and stopped again. While all this was occurring he had a paying customer in the car. Then when we finally go to the side of him he stopped and wouldn't let me into either lane. The whole time there were cars behind us that were honking because it is rush hour traffic and they were trying to get to their destinations but this driver was causing more traffic. He pulled over to the passenger side of my vehicle and started to yell at us and my daughter took his picture and that is the only reason he drove off. - - - NA	03/20/2012	05:30	pm	Yellow_Cab_Co_op	2729	99999	yellow cab.	No	na	na
1088993	3/21/12 9:27 AM	taxi driver refused to take a fare - - - patron stated,I walked up to the cab that was in the front of the line and tried to open the door,but it was locked,I then went around to the other side and tried to open the door,but it was also locked and then I knocked on the window, but the driver wouldn't look up,so I went and got in the cab behind him,but the cab driver said I had to take the cab before him or he could get in trouble,then another person came out and he did the same thing to them,then the other drivers were getting angry and told the cab driver he couldn't refuse to take me where I wanted to go,they said this driver does this all the time because he is waiting for a big fare to the airport.	03/21/2012	09:20	am	Luxor_Cab	0438	000000	lux cab	No	palace hotel	n/a.
1089091	3/21/12 11:04 AM	Motorist states I was on Townsend St and 8th St.I had the right of way.The taxi cab had a Stop sign the cab did not stop there.The cab continued to drive almost hitting my right tire.I signaled him,the cab driver showed me his fingers.The driver continued to drive on 8th st to Brannan St.On Brannan St there was a red light.The cab went through the red light making a right turn without stopping. - - -	03/21/2012	10:35	am	Luxor_Cab	73			No		



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1089676	3/21/12 10:02 PM	The driver would driving very erractically, crossing into several lanes several times. - - - Taxi patron stated he caught the cab at 18th St. and Castro at about 9 pm on 3/21/2012 to Emeryville train station. While the taxi was on 14th/ Mission, the driver was driving very eractically, make several lanes changes and also while on the bay bridge going 80 eastbound into Emeryville he was also make several unsafe lane changes.	03/21/2012	09:00	pm			65866	Prius type taxi, lighter color	No	18th & Castro	Emeryville train station
1089943	3/22/12 10:50 AM	Patron stated "They charged me a \$2.00 sir charge from going to San Francisco to the Airport. I know that is not right there is a sign posted inside the Taxi that states there is a charge leaving the airport not going to the airport. The driver said the MTA put that sign up but it doesn't mean anything the customer still needs to pay the addition \$2.00.. I argued with the driver because he was wrong and he eventually didn't charge me. I just want to bring awareness to this matter because if I didn't ride Taxi's all the time and have read the sign the driver would have charged me extra and I think this happens all the time to people." - - - Over Charging on Taxi ride	03/22/2012	10:45	am	Town_Taxi_Cab	421		Yellow , SUV Taxi	No	4th & King	Airport International Terminal
1090126	3/22/12 2:04 PM	Called in by another cab driver on behalf of Taxi patron: Matt Curtis: 650-346-7188.... states, "This cab driver refused far as he was only willing to accept cash far and refused to take credit cards." - - -	03/22/2012	02:00	pm		186	999999	Eco Taxi - White/green	No	555 California	n/a
1090179	3/22/12 2:39 PM	ADA COMPLAINT - Customer called for a cab from a barber shop and the cab showed up. Customer is blind and uses a guide dog and was in the barber shop waiting for the cab. When the cab arrived a worker from the barber shop went out and asked the taxi driver to wait while the customer gathered his items. When the customer walked out with his guide dog the taxie driver took off, leaving the customer behind. - - - Cab company phone number was 647-9691	03/21/2012	04:30	pm	Yellow_Cab_Co_op			NA	Yes	3173 21st st	NA

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1090297	3/22/12 4:55 PM	Patron States: I and a friend took the cab and we dropped my friend off at Market and 14th and when my friend was getting out if the vehicle the driver called my friend a faggot. He was very angry because my friend made the mistake of getting out of the cab not on the curbside but on the side of the street. He started yelling as my friend walked away. I was left in the cab and I felt very uncomfortable. I tried to calm the driver down and he said to shut the hell up and shut up. He then proceeded to call me stupid as well and he also called me a faggot as well. We reached my destination and I was going to get out of the cab and he tried to shove the clipboard into my hand and I told him not to that because I am a passenger and that he would definitely get reported the next day and I told him that I would call whoever has the authority over this. Then I got out and he was still yelling and he was calling me a faggot in tagalong and then he said that I have a dick and I need to tuck it in well. This is absolutely traumatizing to have a cab driver driving around like that, it was sad at the same time because I have used yellow cab before and the drivers are usually pleasant but this man was very angry and unpleasant. - - -	03/21/2012	10:20	pm	Yellow_Cab_Co_op	276	9999	yellow cab	No	SF Symphony @ Davies Hall.	Ellis and Polk.
1090348	3/22/12 6:45 PM	Cab driver - - - Pulled up to a 4 way stop and i thought it was my turn to go and he pulled out intersection hooked his horn and flipped me off. The cab driver was blocking the intersection while flipping me off. The cab also had a passenger.	03/22/2012	06:40	pm	SF_Taxi_Cab	20					
1090380	3/22/12 8:31 PM	A cab driver was very rude to me today. I said to him when we arrived that I have allot of medical appointment this month, please don't add a tip. He said I understand your a stingy lady and I said please don't talk to me in that mannner. He had already got out of the cab and opened the door that was opening into traffic. I said I did not want to get out on that side. As he was going to help me with my shoulder bag he I said I got it and he said again that I was a selfish lady. He said this twice when he printed the receipt in the cab and twice when I was getting out of the cab. - - - n/a	03/22/2012	10:39	am	Black_White_Checker_Cab	9999		Cab# off receipt 29-0001 - TRX# on the receipt - 36134	No	Taylor	295 Bush - Bank of the West
1090428	3/23/12 3:53 AM	CALLER STATES THE CAB WAS DRIVING EASTBOUND ON 8TH ST COMING DOWN A ONE WAY STREET ON 8TH. THEN FROM 8TH HE MADE A RIGHT HAND TURN SOUTHBOUND ON RAUSCH WHICH WAS ALSO A ONE WAY STREET - - - NA	03/23/2012	03:49	am	American_Cab	1045	9999	BLACK SUV	No	8TH ST	RAUSCH

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1090709	3/23/12 12:34 PM	Patron stated: "I left my iPad in my car in the hotel garage. I picked up a cab at the Airport queue to go back to the hotel to get my iPad. The distance between the hotel and the airport is about a mile. Everytime I looked away, I could see him playing with a keychain next to a little device by his knee. Everytime he touched the keychain, the meter rate goes up \$3.00. When we got to the hotel, the meter was at \$9.00. It took me only 30 seconds to step from the cab to get my iPad and return to the taxi, and the fare was at \$15.00. When I got back to the airport, my fare was \$21.00, he asked me if I wanted a receipt, I said yes, and he gave me a card with a telephone number, and on the back of the card the information from/to, fare lines were blank. I gave him \$25.00, told him that I had been watching him and that I was going to report him. He did not give me back my change and he took off. When I called the telephone number on the receipt/card, Yellow Cab answered, and they said that they are Yellow Cab and do not have Arrow Taxicab number 1232. He gave me a false receipt and card, he is taking advantage of people that way. Then I called Arrow Cab, which answered Arrow Checker, because I left my car keys in the back seat and I was afraid because the Taxi driver knows where my car is. Arrow Checker Cab confirmed that they do have cab 1232, but the dispatcher was not very helpful, told me to call back later when the driver returns. (At this point, caller had to get off the telephone as he was on an airplane and cellphones	03/23/2012	11:30	am	Arrow_Cab	1232		Arrow Checker Cab	No	SFO	
1090745	3/23/12 1:20 PM	Patron (who was not in the cab) states I was driving west on Geary at Divisadero. Saw this cab coming up at a high rate of speed and honking his horn and waving his hands as he came up next to me. Without using turn signals he then proceeded to cut in other lanes just missing the cars trying to get ahead of everyone. He continued to honk his horn doing more lane changes and gesturing to the drivers. Then he sped off at a high rate of speed continuing down Geary. - - - n/a	03/23/2012	10:35	am	Royal_Cab	642		Gold w/ Red normal size car.	No		
1090898	3/23/12 4:11 PM	Caller stated "I was leaving the Intercontinental Hotel on Howard and Im heading to the inner Sunset. I had a driver from Yellow Cab refuse to take me because I wasn't going to the airport.""; - - - NA	03/23/2012	04:05	pm	Yellow_Cab_Co_op	1065	999999	yellow, Toyota Prius	No	Intercontinental Hotel (Howard St)	NA
1091025	3/23/12 8:57 PM	The patron states: I am totally blind and I have a seeing eye dog. The driver refused to provide me service because of my dog. When asked why he said he had allergies. I asked if he could verify this. He would not verify this. He then stated that it was against his religion. - - - Service Dog. The patron would like a call back from Taxi Services regarding this ADA issue.	03/23/2012	08:36	pm	Yellow_Cab_Co_op	341	3213	A Yellow Cab SUV, we believe that it was an SUV (blind)	No	Whitcomb Hotel on Market near 9th	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1091118	3/24/12 8:55 AM	The credit card machine is broken in the cab and I was not able to use my credit card. - - - n/a	03/24/2012	08:56	pm	Yellow_Cab_Co _op	63	63619	Yellow Cab	No	22nd and Valecia	Cargo and Jennings
1091134	3/24/12 9:48 AM	American cab driver drove up, double parked and then cut in front of two drivers who were waiting in line to pick up passengers from the St. Francis Hotel. Caller told American cab driver to follow the rules and that he's supposed to wait in line like the other drivers. Bay cab driver # 881 who was behind the caller also told the American cab driver he suppose to wait in line like the other drivers. When American cab finally got to the front of the line, a passenger got into the cab, and now the driver is refusing to pick up the passenger and told the passenger to get out. - - - Not following the taxi driver's rules and fare refusal.	03/24/2012	09:39	am	American_Cab	931		Black American Cab	No	Powell and Post IFO St. Francis Hotel	Powell and Post IFO St. Francis Hotel
1091292	3/24/12 1:43 PM	see details below - - - Disabled senior citizen patron asked patron to take her to side of War Memorial House because she forgot her umbrella. Patron said driver did not know where War Memorial House was and said he did not have to take her to the side because she forgot her umbrella. Patron said he was unhelpful and uncaring to her needs and complained about her possibly to his cab company Luxor because she was upset and angry	03/24/2012	01:20	pm	Luxor_Cab	1050	337635	white Luxor cab with blue and red markings	Yes	680 Mission Paramount Apartments	War Memorial Opera House
1091341	3/24/12 3:27 PM	I was crossing the crosswalk and the Desoto cab almost hit me. There was a van waiting for me to cross and the cab came from behind the van on the left hand side, and into the crosswalk. He was yelling at the van to go before the light had changed. I banged on the cab to get him to stop. He stopped and got out of the cab and said he was going to fuck my pussy. I called him a fucking asshole and he got in his cab and drove off. This happened at Post and Jones. I want someone to contact me to discuss this complaint. - - - The taxi commission needs to know that these cab driver's are out of control. Everyday my life is in danger because of cab drivers. Again, please contact to discuss.	03/24/2012	03:15	pm	DeSoto_Cab	1371		Desoto	No	n/a	n/a

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1091341	3/24/12 3:27 PM	I was crossing the crosswalk and the Desoto cab almost hit me. There was a van waiting for me to cross and the cab came from behind the van on the left hand side, and into the crosswalk. He was yelling at the van to go before the light had changed. I banged on the cab to get him to stop. He stopped and got out of the cab and said he was going to fuck my pussy. I called him a fucking asshole and he got in his cab and drove off. This happened at Post and Jones. I want someone to contact me to discuss this complaint. - - - The taxi commission needs to know that these cab driver's are out of control. Everyday my life is in danger because of cab drivers. Again, please contact to discuss.	03/24/2012	03:15	pm	DeSoto_Cab	1371		Desoto	No	n/a	n/a
1091466	3/25/12 12:56 AM	The caller states, "The driver was spinning his tires out when he started the car from the stop. He would not let us ride unless we paid in cash." - - - NA	03/25/2012	12:56	am	Arrow_Cab	456		NA	No	Bay & Powell St.	Beach & Scott.
1091466	3/25/12 12:56 AM	The caller states, "The driver was spinning his tires out when he started the car from the stop. He would not let us ride unless we paid in cash." - - - NA	03/25/2012	12:56	am	Arrow_Cab	456		NA	No	Bay & Powell St.	Beach & Scott.
1091623	3/25/12 11:35 AM	Are you gonna ever do something about your cabs being rude and deciding who they want to pick up. They just want to take people to the airport. They refused us there are 5 cabs refusing service. 5 cabs sitting at the Hilton hotel on O'Farrell street. I have 2 cab numbers 1444 and one is 1391. They are both yellow cabs. DeSoto cab #237 is doing the same thing. - - -	03/25/2012	11:39	am		9999	9999	Varies	No	333 O'Farrell	O'Farrell and Jones
1091648	3/25/12 12:29 PM	We were driving and the driver called me some names (A cunt), out of nowhere, I said a few things back to him. The driver stopped the car and made us get out the car and he threatened to fight my boyfriend and then got back into the car and left with my purse inside. The cab number is 0333 or 1333. - - -	03/25/2012	01:30	am		0333		yellow sedan	No	Folsom St	unknown
1092124	3/26/12 10:20 AM	SEE BELOW - - - PATRON STATES THAT SHE USES A WALKER SHE WALKED UP TO THE CAB AND THE CAB REFUSED TO TAKE HER TO HER DESTINATION. PATRON STATES THAT THE CABS ARE REFUSING TO TAKE THE DISABLED, PATRON STATES AN INVEIGATOR NEEDS TO INVESTIGATE THIS MATTER.	03/26/2012	10:05	am	Arrow_Cab	386			No	HOWARD ON 4TH(CO NTINIEN TAL HOTEL)	NA

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1092420	3/26/12 4:00 PM	Patron stated "I called Yellow cab. A cab was dispatch to me. I got in the cab. The taxi driver wouldnt help me with my luggage. When the cab driver drove he wasnt paying attanetion because he was half asleep. The taxi cab driver couldnt really keep his eyes open. The cab driver was swinging me from side to side." - - -	03/26/2012	03:45	pm	Yellow_Cab_Co_op	181		Yellow Cab	Yes	Richmond	Noe Valley
1092521	3/26/12 6:04 PM	He parked on Church he could not stop. It's a one way street and other vehciles were behind him. He has already turned on the meter. And he did not help me with my heavy luggage. Then he demanded tips. This made my upset. - - - Contact by email for questions.	03/26/2012	05:45	pm	Yellow_Cab_Co_op			Yellow Cab	Yes	1211 Church	King George Hotel
1092607	3/26/12 8:38 PM	i was on steiner and waller and saw the cab blow through a four way stop sign heading to haight and then he stopped at the light - - -	03/26/2012	08:20	pm	Yellow_Cab_Co_op	1013		yellow	No	steiner and waller	
1092673	3/27/12 12:48 AM	passenger stated that "the driver of the cab became very rude and combative when the passenger was going to pay the fare with a credit/debit card";. passenger stated that "when the passneger asked for the fare to be displayed the fare was not displayed and when the passenger asked for a reciept the driver did not have the reciept paper to provide a reciept and slammed the glove compartment and was upset"; - - - Customer called to file the complaint.	03/27/2012	12:00	am	Arrow_Cab	1250	9999	Half Red and Half Tan Toyota Prius	Yes	Folsom & 5TH Street	1141 South Van Ness
1092817	3/27/12 9:41 AM	Cab driver (cab#181) complaining about a fellow cab driver.... stated Cab #836 was the 1st in line for the hotel (950 Mason street). A passenger was trying to get into his cab and driver is not taking the passenger. This driver not taking credit card payment from a passenger. He said to the passenger that he needs to pay cash. But on his cab he has a sign that states that credit card is accepted. I told the cab driver to take the passenger & take credit card payment. He started calling me bad names. I have another cab driver who witnesseded the incident (Sanel cab#346 - Metro cab with tel#510-355-6051. - - -	03/27/2012	09:30	am	Arrow_Cab	836		Red & off white cab	No		
1092943	3/27/12 11:37 AM	Patron states, "This morning I had to be in downtown for a doctor's appointment. I usually call 2 hours before. Today, I called at 8am. I tell them it has to be a sedan. 20mins to 8am, a van pulls up. I called Yellow Cab at 333-3333 again and told them I need a sedan and I told the driver I can't get into a van. Then another van shows up and it's 20mins to 9. My appointment is at 9:20am. I send the driver on his way and I had to call another cab company. Each time I call they tell me it's in the computer but they send a van." - - - See above	03/27/2012	08:00	am	Yellow_Cab_Co_op				Yes		

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1093146	3/27/12 3:47 PM	Driver overcharged after taking Fare on a longer route than necessary. - - - Patron states "He shorted me on my change. It's just a couple of bucks but I don't think it's proper. \$20 bill for a \$7.35 fare and I got \$11 back. I wanted to go to Jackson and Montgomery. He was taking me on a longer trip so I told him to drop me off at Battery and Jackson Sts."	03/27/2012	03:30	pm	Town_Taxi_Cab	1361	9999	n/a	No	Stockton and North Point Sts.	Battery and Jackson Sts.
1093194	3/27/12 4:53 PM	The driver would not let me in his cab. I came out of the Caltrain station and walked up to the cab and its pouring rain. I tried to open the door and it was locked and then he rolled down the window and asked where I needed to go and I told him that I had to look it up and he said that he didn't have to take me anywhere and he wouldn't unlock the door or let me in the cab. He was basically seeing if my fare was going to suite him or not which is not right he should have given me a ride regardless of where I was going in SF. - - -	03/27/2012	04:33	pm	Yellow_Cab_Co_op	0358	999999	yellow cab	No	Caltrain Station	Jackson and Battery
1093625	3/28/12 10:37 AM	Threw cigarette in another driver face - - - Driver stated "I was head up on second street from South to Northbound. I was in the second lane another cab driver came up after I had put the luggage in the car. The other driver drove on the side of me and threw a burning cigarette at me face and used bad language. I believe he's a Russian Driver around 55yrs or older."	03/28/2012	10:30	am	Arrow_Cab	963		Red	No	2nd	Bryant
1094098	3/28/12 6:28 PM	The patron states that the taxi was in the left lane and jumped in front of us the very last minute and almost made us jump the sidewalk and ran us off the road - - - License plate 8U69514	03/28/2012	06:23	pm	SF_Taxi_Cab	279	9999	yellow and red	No	MARKET	Duboce
1094259	3/29/12 7:53 AM	Caller states she walking with her 9 year old and she saw the cab driver doing drug (cocaine) in his cab. - - - caller thinks it a arrow cab	03/29/2012	07:49	am		249		cream and red , arrow	No	chestnut and fillmore, infront of the high school.	

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1094555	3/29/12 12:17 PM	CUSTOMER STATES THAT HE WAS STANDING ON SANSOME BETWEEN SACRAMENTO AND CLAY STREET. CUSTOMER STATES THAT HE WAS STANDING IN THE STREET NEAR THE CURB AND THE DRIVER OF THE CAB JUST CAME UP OUT OF NO WHERE AND ALMOST HIT HIM. CUSTOMER STATES THAT HE ASKED THE CAB DRIVER WHAT WAS HE DOING AND THE CAB DRIVER SAID WELL YOUR STANDING IN THE STREET AND STARTING USING REALLY FOUL LANGUAGE. - - - CUSTOMER STATES THAT HE WAS STANDING ON SANSOME BETWEEN SACRAMENTO AND CLAY STREET. CUSTOMER STATES THAT HE WAS STANDING IN THE STREET NEAR THE CURB AND THE DRIVER OF THE CAB JUST CAME UP OUT OF NO WHERE AND ALMOST HIT HIM. CUSTOMER STATES THAT HE ASKED THE CAB DRIVER WHAT WAS HE DOING AND THE CAB DRIVER SAID WELL YOUR STANDING IN THE STREET AND STARTING USING REALLY FOUL LANGUAGE.	03/29/2012	11:30	am	Arrow_Cab	9075	999999	ARROW CAB	No	N/A	N/A
1094636	3/29/12 1:38 PM	CUSTOMER STATES THAT SHE STARTED PAYING WITH HER CREDIT CARD AND HE STARTED GETTING AN ATTITUDE. HE WAS MAD BECAUSE I WAS PAYING WITH MY CREDIT CARD. HE STARTED JUST TALKING RUDELY, HE DID NOT PROVIDE ME WITH A RECEIVED. - - - CUSTOMER STATES THAT SHE STARTED PAYING WITH HER CREDIT CARD AND HE STARTED GETTING AN ATTITUDE. HE WAS MAD BECAUSE I WAS PAYING WITH MY CREDIT CARD. HE STARTED JUST TALKING RUDELY, HE DID NOT PROVIDE ME WITH A RECEIVED.	03/29/2012	01:30	pm	Yellow_Cab_Co_op	1224	9999	YELLOW		3RD AND TOWNSEND	WEBSTER AND CLAY
1094639	3/29/12 1:40 PM	Was not going to pick up the patrons if they were using script. - - - Patron states that the driver pulled up to her and her mother and she is on a cane and her mother a walker. The driver then pulled off on them before they could board. The patron states that the driver of the taxi was then at the corner on a redlight and she went up to the window and asked why he did not pick them up. The driver responded "Do you use paratransit script" Patron responded "no" and then the driver allowed them to enter the taxi. Patron states that the driver should not discriminate against Taxi patron using script or that has disabilities. Patron states that there was no ID displayed inside the car and it smelled of smoke.	03/29/2012	01:26	pm	SF_Taxi_Cab	696	9999		No	Geary and Van Ness	



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1094865	3/29/12 4:40 PM	Patron stated, "We took a Town taxi from the SFO airport to home which is in Redwood City. The driver said there is a major accident on Highway 101. He recommended we take 380 to 280. So I said ok because I have taken that alternate route before. Then when we got home and he points out that our fare is going to be a time and a half because the destination was over 15 miles. He didn't point that out when I got into the cab. So the meter says \$64 plus another \$2 for picking up at the airport. So he said it would be \$66, plus time and a half. He did asked us what our exit was which was Whipple. Then he told us about the traffic. I have taken taxi cabs over 100 of times and I have never paid more than \$60-\$65 to get home. I asked him for a receipt and he gave me a hand writtended receipt that shows \$96. So instead of giving me a metered receipt of \$96, he gave me a hand writtended receipt that shows \$96. I think this guy pocketed the extra \$30! The driver did mention that if I was getting off of Whipple from taking the 101, it would be under 15 miles, but because of the traffic, he had to take the longer route." - - - See above details	03/29/2012	04:15	pm	Town_Taxi_Cab	424	60821	Town taxi cab, small SUV, yellow	No	SFO	Redwood City
1094922	3/29/12 6:40 PM	Customer states that "the taxi driver was weaving in and out of traffic very aggressively. I was flying inside the cab because of that. I was asking him to take us in a specific streets and he didn't follow the directions that I requested. I asked him to turn left on Folsom, he didn't do that and instead, he aggressively turned into traffic and into an alleyway. He keeps honking his horns towards the pedestrian and cars." - - - NA	03/29/2012	06:30	pm	DeSoto_Cab	757		De soto cab, blue, small SUV	No	Fillmore and Greenw ch	4th and Harris on
1095045	3/30/12 8:11 AM	Taxi driver "I was waiting in line at the Courtyard Hotel on Folsom & 2nd st. At 299 2nd st. There was 4 cabs waiting in line for customers. The was a yellow cab 6 in front of me next to pick up a customer. I was behind him Im in Arrow cab 282. Two customer came about the same time. The first customer went to the Yellow cab that was ready to pick up a customer. He was talking to the cab driver. The yellow cab refused him because he wasnt going very far. Than that same customer than came over to me. Than the second customer wanted to go to the airport so the Yellow cab wanted to take that customer. Than I got out from my cab and asked the Yellow cab driver why you dont want to take the first customer. He said dont talk to me. I took the first customer to Polk Street. The yellow cab driver took the other one that wanwed to got to the airport.." - - -	03/30/2012	08:00	am	Yellow_Cab_Co _op	6		Yellow Cab	No	2 & Folsom	

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1095173	3/30/12 10:17 AM	n/a - - - Caller reporting the cabbie was on personal call 3 way call on speaker during the entire ride when we got to the best buy on Harrison the caller wanted to use her Marriot Visa platinum card the cabbie did not use the credit card scanner inside the cab instead he try to use the scanner attached to his cell phone but the scanner declined the card then the customer gave the cabbie her own personal Visa debit card and still didn't work customer had to go inside Best Buy and use their ATM machine and was charged \$3.25 to pay the cabbie cash.	03/30/2012	10:17	am	DeSoto_Cab	1407			No	Marriot at 55 4th street	Best Buy on Harrison
1095611	3/30/12 8:18 PM	Caller stated "We were kicked out of a cab because we tried to pay with a credit card. We asked him if there was an alternate way to pay with a credit card, he said no cash only and then kicked us out. When we told him we were going to report him, he said go ahead and took off." - - - NA	03/30/2012	07:45	pm	Luxor_Cab	1046	999999	4 dr sedan	No	16th x Valencia	NA
1095633	3/30/12 10:01 PM	The cab driver did not stop for us. Then the driver got stuck at the light and he rolled down his window and asked where we were going. We said the Mission, he waived no way and took off. - - - The cab driver did not stop for us. Then the driver got stuck at the light and he rolled down his window and asked where we were going. We said the Mission, he waived no way and took off.	03/30/2012	10:00	pm	Veterans_Cab	624			No	Lombard and Buchanan	N/a
1095657	3/31/12 12:08 AM	CALLER STATES THEY GOT INTO THE CAB AT SFO AND IT WAS A OLD BEAT UP CAR BEFORE WE LEFT THE TEMINAL THE FARE WAS \$7 WHICH I FOUND STRANGE. THE DRIVER WOULD NOT TAKE A DIRECT ROUTE. WE WENT ON MAP QUEST WHICH CONFIRMED THAT. AFTER THE DRIVER FINALLY GOT TO OUR DESTINATION THE FARE WAS \$51.90 AND I OFFERRED MY CREDIT CARD THE DRIVER SAID HE DIDN'T TAKE CREDIT CARDS ONLY CASH. I PAID THE CASH AND ASKED FOR A RECEIPT AND HE GAVE ME A PIECE OF PAPER WITH ARROW CAB LETTER HEAD. I JUST DIDN'T LIKE THE WAY THIS WHOLE THING WENT DOWN SO I CALLED THE CAB NUMBER ON RECEIPT 415-648-3181 AND GOT A WOMEN ON THE PHONE AND I ASKED IF THIS WAS ARROW AND SHE SAID NO. I CHECKED THE NUMBER DIALED AND IT WAS CORRECT. - - - DRIVERS BADGE WAS OLD AND FADED AS WELL AS THE CAR. CALLER WOULD LIKE TO BE CONTACTED BY PHONE REGARDING THIS. WILL BE IN SF. SATURDAY AND SUNDAY.	03/30/2012	11:20	pm	Arrow_Cab	2007	46179	OLD BEAT UP RED SEDAN	No	SFO	HILTON FISHER MANS WHARF

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1095670	3/31/12 4:12 AM	I stopped him in front of the W hotel and I asked for him to 220 Jones and my second stop was 240 Paris st and then he told me he doesn't know how to go to Paris Street. He said, "Can I just take you to Jones street? If you have directions to paris street then we can go there to." He asked me, "ok, you go to Jones street, between what streets?" I told him that I'm not from San Francisco. I asked him if he had GPS and he said someone took it last week. He asked me again between what streets is my address on Jones and I told him I didn't know. He dropped me off at Market Street and he drove away. He was very rude and not nice. - - - .	03/31/2012	01:00	am	Yellow_Cab_Co_op	1329		Yellow Cab	No	W Hotel	
1095781	3/31/12 10:18 AM	Did not pick up fare because it was a short distance. - - - Patron states that there was a Taxi Line in front of the Hotel. She went to approach the the first taxi in the line and the patron states that when she gave him the address which was very close the driver "said that is very close you can just walk, I am not getting out of the line to go that close" Patron states it is puring down rain and she has a 2 year old with her. Patron states that the Taxi driver should not refuse fare.	03/31/2012	09:45	am	Arrow_Cab	1234	9999	Prius	No	Handlery Hotel	Sutter and Larkin
1095941	3/31/12 2:56 PM	Driver profiled the patron and questions his form of payment. - - - Patron states that his Taxi driver stopped midpoint (Tenderloin) an unsafe neighborhood, and asked him "Are you sure that your credit card has money on it, I have had problems with people who look like you" Patron states that he felt threatned by the driver because he went to a bad area to ask him that as if he was just going to drop him off there and then he profiled him. Patron states that when he arrived to his destination he paid his fare but did not appreciate the service of this Cab driver.	03/31/2012	02:45	pm	Yellow_Cab_Co_op	588	9999	YELLOW 4 DOOR SEDAN	No	Caltrian	Californ ia and Presidio
1096063	3/31/12 6:05 PM	Taxi driver stopped in the middle of the street on Fillmore St in a keep clear zone to pick up passengers. - - -	03/31/2012	05:48	pm	Yellow_Cab_Co_op	1206		yellow sedan	No	On Fillmore between Post and Geary	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1096122	4/1/12 12:46 AM	CALLER STATES WE GOT INTO THE CAR AND SAID WE HAVE TWO DESTINATIONS DRIVER SAID OK. HE WAS SMOKING AND I ASKED HIM TO PUT OUT HIS CIGARETTE AND THEN HE TURNED AROUND AND YELLED YOU PAY CASH. WE SAID OK. THEN HE SAID HOW FAR YOU GO WE SAID FIRST STOP IS 11TH AND FOLSOM AND HE SAID NO ONLY ONE STOP. THE WE SAID OH BUT WE TOLD YOU WE WERE GOING TO GO 2 STOPS. THEN HE JUST STARTED SHOUTING NO JUST ONE STOP JUST ONE STOP. THEN WE STARTED GETTING OUT OF THE CAR AND HE JUST STARTED YELLING NO ENGLISH NO ENGLISH NO ENGLISH. WHEN WE GOT OUT HE JUST PULLED AWAY. WHEN WE WERE IN THE CAR WE ASKED IF IT WAS THE LAW TO GO TO ONLY ONE STOP AND HE SAID YES. PATRON STATES THAT ANYTIME THE DRIVER SAID ANYTHING HE WAS LITERALLY YELLING. - - - LICENSE #16006C1	04/01/2012	12:40	am	DeSoto_Cab	9999	9999	BLUE AND WHITE SEDAN	No	MISSION ST & 3RD ST	SAME AS ABOVE
1096124	4/1/12 1:17 AM	I got in the cab and told him my address was 11th and California and he said he wasn't going to take me to 11th and California and made me get out of the cab. - - -	04/01/2012	12:30	am	Yellow_Cab_Co_op	167			No	Church and Market	
1096126	4/1/12 2:05 AM	CALLER STATES ME AND MY GIRLFRIEND GOT INTO THE CAB. WE TOLD THE DRIVER WHERE WE WOULD LIKE TO GO. HE DENIED THE FARE WHEN WE WERE IN THE CAB. WE ASKED THAT HE TAKE US THERE SINCE IT WAS RELATIVELY A SHORT DISTANCE. HE STILL REFUSED, WE ASKED AGAIN HE STARTED YELLING AT US USING PERVERSIVE LANGUAGE BEING VERY AGGRESSIVE. WE EXITED THE CAB AND THE DOOR WAS LEFT OPEN, AS I ASKED FURTHER QUESTIONS AS TO WHY HE WOULD NOT TAKE US. THEN HE BEGAN TO USE THE CAR AGAINST US. HE TRIED TO BACK UP TO HIT US. HE ALMOST HIT MY GIRLFRIEND WHO IS VERY PETITE. THEN AFTER THAT HE SPED OFF VERY AGGRESSIVELY. - - - THE DESTINATION WAS 15TH AVE & JUDAH.	04/01/2012	02:00	am	Luxor_Cab	2226	9999	WHITE SEDAN CROWN VICTORIA	No	HAYES ST & DIVISADERO ST	SAME AS ABOVE

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1096129	4/1/12 4:32 AM	Patron fell asleep in the cab and driver took advantage of the situation and drove longer than necessary from point A to point B. - - - Patron stated, that "When I got into the cab with my friend. The taxi driver dropped my friend off 2 blocks away. I put my friends address into my GPS and "my" destination was only 2.2 miles away which is approximately a 5 minute ride. When the driver left my friends house I asked him to go straight down castro and make a right on Alvaro. I nodded off in the cab and the driver arrived at my destination at 4:29 am (approximately 30 mins later). He also was arrived from the wrong direction on castro. He had passed by street and was entering from the opposite direciton. He charged me \$17 for what was suppose to be a 5 min ride. When I asked if he drove me around for 30 mins because i fell asleep he told me to get out of the cab!"	04/01/2012	04:09	am				White with red letters	No	Divisadero & Geary	650 Alvaro St
1096587	4/1/12 8:10 PM	Patron states, this has happened in three different cabs that I have taken this weekend. I'll get in the cab and the driver will say the credit card machine is broken. In the latest cab, as I got in the driver said, "cash only." I said in return why is your machine broken the driver didnt say anything. I then started to call 311 the the light on his credit card machine comes on and the driver says, "Oh I take credit cards." I said then why did you say Cash only when I got in then. The driver said, "I didnt say that I must have misunderstood you." - - -	04/01/2012	08:10	pm	Yellow_Cab_Co_op	1127		ford escape	No	16th St and Mission St	14th St and Divisadero St
1097452	4/3/12 1:45 AM	License Plate #63308D1  When I paid him he wanted to pay by cash. I paid him by \$20 cash. Without giving my change, he hopped into the car and escaped. When i offered to pay by credit he said "you already paid" I asked him to give me a receipt of payment and he said good night and he hopped in the car. - - -	04/03/2012	01:30	am	Royal_Cab				No	SFO	South San Francisco
1098024	4/3/12 3:42 PM	Patron stated, "I was at 1545 Divisadero. I flagged down a Town taxi cab to take me home. He asked me where I was going. I told him that I need to go to the Sunset and he refused to take me. He said he had to go back to where he had to go and just took off." - - - n/a	04/03/2012	03:35	pm	Town_Taxi_Cab	920		regular 4 dr sedan, Town taxi cab	No	1545 Divisadero St	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1098141	4/3/12 6:14 PM	Customer was wearing a suit and did not want to walk to the next destination and get sweaty because he's wearing the same suit tomorrow. Customer politely explained that to the taxi driver why he was taking the short taxi ride. Taxi driver was rude and making comments but the customer stayed quiet the whole time just trying to get to his destination. When they arrived there the taxi fare was \$15 and change which was fine but the driver was very rude and refused to take that amount of money. The customer finally exited the cab without paying because the driver refused to accept it. Customer would rather pay his fare and have a pleasant experience rather than go through that with the driver. There was no line at all at the taxi stand so it's not like he was missing out on an airport fare. The cab also had a very weird smell. - - -	04/03/2012	06:15	pm	Yellow_Cab_Co_op	63		yellow cab	No	Marriot at Mascone Center	Park 55
1098304	4/4/12 7:42 AM	Motorist states on northbound Hwy 101 the driver was driving crazy faster than the flow of traffic. The cab was weaving in and out of traffic and cut me off. He was driving very recklessly and dangerous. I know nothing will be done about this however I just wanted to report it because I feel it needs to be. - - -	04/04/2012	06:35	am	Yellow_Cab_Co_op	518		yellow	No		
1098518	4/4/12 10:16 AM	Patron states the cab did not have seats belts in the car. When I mention this to the driver he told me "Sit Back and Hold On";. I was concerned because someone can get hurt. - - -	04/04/2012	10:06	am	Yellow_Cab_Co_op	2722		yellow	Yes		
1098581	4/4/12 11:19 AM	Compliant - - - Patron stated "I went up to the cab and the driver for a ride he said where are you going" I said it not non of your business I'm going to Russian Hill". I said can you please open the truck I would like to put my grocery in the truck. I said I have paratransit and card "NO NO NO I don't have a machine, I don't take that. Then I said you have to take this by law. He said NO NO and then I said your not accepting he said NO NO you see all these bags and you have to except me. What type of person are you you should be taking me in your cable."	04/04/2012	10:45	am	Arrow_Cab	251	9999	red & yellow	No	North Point	Mason
1098604	4/4/12 11:37 AM	n/a - - - Customer stated she asked the cabbie to make stop to get a cup of coffee the cabbie said startbucks will take long time customer said I'm not going to starbucks I'm going to coffee machine in local store but the cabbie refused saying it's wasting his time even though the customer said I'm paying but refused to make stop. Email response.	04/04/2012	10:30	am	Yellow_Cab_Co_op		61861	Toyota Pries	No	SFO	Countr y Club Drive San Francis co

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1098757	4/4/12 3:24 PM	Driver drove two blocks past destination and charged a tip after Customer told him not to take a tip. - - - Patron states "I told him that I was going to San Bruno and 15th St. He drove past 15th St. I told him 'You're driving past. You're supposed to turn left.' He intentionally drove farther, to 17th St. He said 'Only two blocks more,' he drove to 17th St. I said 'Don't take the tip.' I'm disabled. I use the Paratransit card. He still took a \$2. tip. The receipt number is CAB1-0631. There is another group of numbers on the receipt: TRX611892. This young man is greedy. He knows he should have turned left on Potrero on 15th St. He continued to drive to 17th St."	04/04/2012	09:45	am	Yellow_Cab_Co_op	631	999999	Yellow		California and Powell St	San Bruno Ave and 15th St.
1098851	4/4/12 5:19 PM	Taxi was driving the wrong way down a Oneway on Bluxome to avoid traffic. He had a passenger in the car which was more dangerous. Once he got onto 5th street he cut customer off. - - -	04/04/2012	05:10	pm	Arrow_Cab	257		4 dr sedan		NA	NA
1099078	4/5/12 8:19 AM	this driver jumped in front of me and took my fare - - - I'm a driver and this driver in this cab pulled in front of me and took my fare, this driver has a very bad reputation and treats customers badly, he has been fired by yellow cab before, I don't know why another cab company would hire him, he is a very bad person and most drivers are scared of him because he has been known to want to fight other drivers, this driver should not be representing San Francisco as a cab driver.	04/05/2012	08:15	am	Royal_Cab	1075		red and gold	No	park 55 hotel	n/a.
1099545	4/5/12 4:28 PM	Driver said that this driver is taking patrons from SFO to Fisherman's Wharf and overcharging the patrons and taking the long way. This is another taxi driver reporting and seeing this driver get on the freeway the long way. - - - Medallion #10	04/04/2012	08:30	pm	Town_Taxi_Cab	10		Ford, Escape Hybrid	No	SFO	Fisherman's

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1099737	4/6/12 7:12 AM	CUSTOMER STATES THAT I CALLED FOR A CAB AND OPERATOR #18 PICKED UP. I ASKED HER FOR A VAN BECAUSE I AM DISABLED WITH A CHILD. I HAVE A WALKER AND LOTS OF BAGS OF LAUNDRY. CUSTOMER STATES THAT SHE WAS SENT THE SMALLEST CAB AND COULD NOT GET INTO THE CAB. WHEN I CALLED BACK THEY HUNG UP ON ME. IT SEEMS LIKE ITS THE SAME DISPATCHER THAT SENDS ME THE WRONG CAB SIZE. - - - CUSTOMER STATES THAT I CALLED FOR A CAB AND OPERATOR #18 PICKED UP. I ASKED HER FOR A VAN BECAUSE I AM DISABLED WITH A CHILD. I HAVE A WALKER AND LOTS OF BAGS OF LAUNDRY. CUSTOMER STATES THAT SHE WAS SENT THE SMALLEST CAB AND COULD NOT GET INTO THE CAB. WHEN I CALLED BACK THEY HUNG UP ON ME. IT SEEMS LIKE ITS THE SAME DISPATCHER THAT SENDS ME THE WRONG CAB SIZE.	04/06/2012	06:48	am	Luxor_Cab	889	99999	LUXOR		76 DAKOTA	N/A
1100010	4/6/12 12:41 PM	I call in place an order at 1095 Connecticut; I call the dispatch 4 times! The frits time I call I was talking to the machine giving then where to pickup. At 12:09pm I call again, the dispatch said it okay we send a cab. At 12:28pm I call again to the dispatch and he said the cab will be there in 5-6 minutes; at 12:31pm I receive a computer voice " the cab will be arrive in 1minutes; At 12:33pm I received another call stated the cab will arrive in 1 minutes." Then at 12:35pm I receive a call states the cab is unavailable if I need a cab call the office. Them I call the office and they said the cab will be in 5-6minutes - - - ☐	04/06/2012	12:00	pm	Yellow_Cab_Co_op				Yes	1095 connecticut	
1100085	4/6/12 2:35 PM	Patron stated, that she was overcharged for the cab fare which came up to \$17.50. She informed the driver that she takes this route often, and the driver insisted that there was nothing wrong with meter. \$10.10-10.65 is the average fare that she pays from the St. Francis hotel to Filbert St between Octavia & Laguna St. - - - Stated the owner of cab company Tom or Tam. Phone number 415-305-6913	04/05/2012	06:15	pm			650866	Vina cab, white w/light brown	No	St. Francis hotel	Filbert & Octavia
1100278	4/6/12 6:56 PM	Per caller: "Driver asked me if I would be paying cash. I replied "no"; Driver then locked his doors and would not allow me to enter the cab. - - -	04/06/2012	06:53	pm	DeSoto_Cab	666	00000	Desota cab	No	Cal train	?



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1100540	4/7/12 11:48 AM	I WAS PREPARING TO CROSS JONES UP THE HILL ON SACRAMENTO. THE CAB WAS APPROACHING THE INTERSECTION. I WAS WALKING IN THE INTERSECTION AND THE DRIVER BARELY PAUSED OR STOPPED AT THE STOP SIGN. HE ALMOST HIT ME AND CAME WITHIN INCHES OF ME. I STOPPED IN THE CROSSWALK AND LOOKED AT HIM AND HE JUST STARTED SCREAMING AT ME AND I TOLD HIM HE MUST WAIT UNTIL THE PEDESTRIAN CROSSES BEFORE ENTIRING THE INTERSECTION. - - - I WAS PREPARING TO CROSS JONES UP THE HILL ON SACRAMENTO. THE CAB WAS APPROACHING THE INTERSECTION. I WAS WALKING IN THE INTERSECTION AND THE DRIVER BARELY PAUSED OR STOPPED AT THE STOP SIGN. HE ALMOST HIT ME AND CAME WITHIN INCHES OF ME. I STOPPED IN THE CROSSWALK AND LOOKED AT HIM AND HE JUST STARTED SCREAMING AT ME AND I TOLD HIM HE MUST WAIT UNTIL THE PEDESTRIAN CROSSES BEFORE ENTIRING THE INTERSECTION.	04/07/2012	11:20	am	Town_Taxi_Cab	292	99999	TOWN TAXI CAB		N/A	N/A
1100570	4/7/12 12:29 PM	Patron states: "My dad just arrived from SFO and took a taxi. When he got here the taxi driver followed him into the house and tried to steal an iPad. The police are here but I also wanted to report this to his company."" - - - 8X02757 or 8X027SY is the license plate number	04/07/2012	11:30	am		419	99999	Unknown	No	SFO	Richmond, CA
1100674	4/7/12 3:59 PM	I was picked up at Geary and Van Ness with a few friends who only had to go a few a blocks to Sacramento and Laguna, I had to go to 36th and anza, when he dropped them off he told me that he didn't have time and so he just told me I had to get out of the cab at Geary and Laguna. - - -	04/07/2012	02:00	am	SF_Taxi_Cab	997	99999	SF taxi Cab	No	Geary and Van Ness	Geary and Laguna /36th and Anza
1100750	4/7/12 8:09 PM	Caller stated "I hopped in the cab and I was picked up on Market x 3rd and my destination was Market and Church. the driver immediately told me he would accept cash only. Which was fine because I had cash. But i asked why he wouldn't accept credit cards because all taxis are equipped to take credit cards. He abruptly stopped the vehicle and told me to get out. He proceeded to step out of his vehicle and open my door. I asked why and he said he didn't want any problems. He said he was going to give me his badge number, then he just got in his car, I thought he was going to roll down his window, then he just drove away."" - - - Either Veterans or All American taxi	04/07/2012	08:10	pm	Veterans_Cab	105	999999	NA	No	Market and 3rd St	Market and Church

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1100809	4/8/12 1:37 AM	Driver refused fare - - - Patron stated that "I hailed a cab at 18th and Mission (Me and 1 other person going to the same destination). When I got inside of the cab I told the driver our destination and he refused to take us. His reason was not very clear as to why he was refusing our fare and I did not like the tone he was using."	04/08/2012	01:30	am	Luxor_Cab	708			No	18th st and Mission	43rd and Clement
1101073	4/8/12 3:45 PM	The caller stated, "The first thing I want to report is that the cabbie was not the right person listed on the credentials. The person in the picture was an Asian man, with the number 64367 by his picture. The man driving was African American. He might be licensed, but he didn't have his credentials up there. Then he tried to charge us a \$4 airport fee when it's clearly listed as a \$2 fee and he didn't even swipe his card when he left, so he didn't even pay that himself. We agreed to the \$2 fee. And then we tried to pay with a credit card and he tried to charge us a fee for using a credit card. We take cabs to and from the airport all the time and no one has done this before. And then he said his credit card machine was broken, when it clearly wasn't. We ended up paying cash." 311 notes that the cab company was Eco-Taxi, which isn't listed in the drop-down, but is referenced on the sfmta.com site. - - -	04/08/2012	03:00	pm					No	SFO	San Francisco
1101201	4/8/12 9:32 PM	Passenger states the driver over charged him - - - Passenger states the driver charged him 50% of the fare because he said he went over 50 miles. The driver told him about \$2 airport charge. Passenger took a picture of the doors where the driver stated the extra charge was posted. Passenger states the driver wanted to take another route to boost the fare. Passenger has receipt.	04/08/2012	08:27	pm	Yellow_Cab_Co_op	687		Yellow	No	SFO	1220 North Fair Oaks Avenue, Sunnyvale, CA
1101377	4/9/12 9:06 AM	Motorist stated, "I was at the corner of Bay & Buchanan at a stop sign and the taxi driver was riding my bumper. He pulled around me, because I was trying to take a left. He cut me off and almost made two cars get into a collision. The driver pulled around me and cut me off, I was furious and followed him, I floored it, and he cut me off again and I almost hit a tree. We got to a stop light, at Bay and Laguna, he got out of the cab and he started banging on my car with his fist, I rolled up my window. The light turns green he runs to his car and speeds away. Then I got his taxi number - - -	04/09/2012	08:30	am	SF_Taxi_Cab	1167		yellow colored cab that read SF taxi cab 1167 on the back. Looks like an older model Ford SUV Escape or Explorer	No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1101798	4/9/12 3:33 PM	Customer states: I am disabled and have to use the cab regularly. Everytime I pay the cab driver an extra \$5 to help me with my groceries. I found the 3 very large Jubilee napkins in 2 separate shopping bags were missing. Cab driver said he'll go check in his trunk. But he did not check. Instead he went out, got into his cab and took off! I called Yellow Cab who said will talk to this guy and call me back. I never heard from them. I called 3-4 times again 415-626-2345, they say the driver's a new guy and they might owe some money. Then I never heard from them again as to what happened to the outcome! I don't think I would want to pay cab drivers extra \$5 ever again. Thank you. - - - See above.	03/06/2012	07:38	pm	Yellow_Cab_Co_op			Yellow Cab.	Yes	Food-Co on Folsom St.	626 Powell St.
1101963	4/9/12 7:51 PM	HOTEL EMPLOYEE (CALLING ON BEHALF OF A HOTEL GUEST)STATES, THE GUEST WALKED UP TO THE TAXI DRIVER AND GAVE HER THE DESTINATION WHICH WAS IN SAN FRANCISCO. THE DRIVER THEN RAISES HER VOICE AND THE GUEST WALKS AWAY. THE SECURITY GUARD COMES OUT AND ASKED THE GUEST WHAT HAPPENED AND THE GUEST SAYS THAT THE DRIVER WILL NOT TAKE HIM WHERE HE NEEDS TO GO. THE TAXI DRIVER THEN ROLLS DOWN THE WINDOW AND STARTS YELLING AT THE SECURITY GUARD ACCUSING HIM OF SENDING OUT SHORT FARES TO HER TAXI ALL THE TIME. SHE ALSO ACCUSED THE GUARD OF GIVING SPECIAL TREATMENT TO THE OTHER TAXI DRIVERS. THIS IS NOT THE FIRST TIME WE HAVE HAD THIS PROBLEM WITH THS DRIVER, IT'S AN ON GOING PROBLEM. - - -	04/09/2012	06:15	am	Royal_Cab	1171		4 door sedan	No	Four Seasons Hotel	N/A
1101975	4/9/12 8:23 PM	i was driving up geary in my taxi, im a taxi driver and the doorman ifo the cliff hotel flags me and this taxi driver he flew up past me to take spot and almost caused me to have an accident, if I hadnt have slowed he would have side swiped my vehicle, then i pulled up along side of him to ask what that was about and he made threatening jestures, i had to swerve back out of my movement to avoid being hit. - - -	04/09/2012	08:20	pm	Arrow_Cab	836		red & cream or red & gold, possibly arrow cab	No	geary & taylor	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1102009	4/9/12 9:59 PM	We got in the cab and told him he was going to 403 main. He was talking on a cellphone and he had the cell phone up to his ear. He said "4th and Main";, I said "no, 403 Main";. He said "okay"; then when we were right at Market, he said, "I'm sorry, where did you say you were going?"; My boyfriend and I said "403 Main!"; My boyfriend said "if you weren't talking on your cell phone you would've heard us."; He said "this isn't a cell phone it is my lifeline."; We told him to let us out and he said "fine, f____ you";. - - - .	04/09/2012	09:50	pm	Yellow_Cab_Co_op	1303		Yellow Cab	No	Sansome and California	Market and Front
1102037	4/10/12 5:56 AM	The person i spoke with is refusing to send me a cab right now because we had a personal disagreement. The person is working the lines right now and it is a male. He is a hispanic male working 6am today. - - - .	04/10/2012	05:57	am	Yellow_Cab_Co_op	9999			No	.	.
1102312	4/10/12 12:31 PM	SEE BELOW - - - PATRON STATES AS SHE ENTERED THE CAB, I ASKED DRIVER DO YOU TAKE PARATRANSIT CARD, THE DRIVER STATED NO PROBLEM, WHEN WE ARRIVED AT MY DESTINANTION, THE DRIVER PUT THE CARD IN HIS COMPUTER AND THE DRIVER SAID YOU DO NOT HAVE ENOUGH MONEY IN YOUR ACCOOOUNT, I KNEW THIS WAS NOT TRUE AS A TAXI RIDER I AM EXTRELEY CAREFUL I KNOW I HAVE ENOUGH MONEY IN MY ACCOUNT, THE DRIVER SAID NO YOUR FARE IS ? AND STATED THE AMOUNT IS OVER \$8.00. AND KEPT POINTING TO THE FARE BOX, I TOLD THE DRIVER THAT THIS IS NOT LEGAL, I FELT FORCED TO PAY THE FARE FOR FEAR OF REPERCUSSION FROM THIS DRIVER, BECAUSE I WAS ALMOST RUN OVER BY A TAXI DRIVER FOR A SIMILAR INCIDENT, WHEN I GOT OUT OF THE CAB AND LOOKED AT THE RECEIPT I HAD MORE THAN ENOUGH MONEY THIS DRIVER WAS WRONG, HIS EYE SIGHT NEEDS TO BE CHECKED AND INVESTIGATION NEEDS TO BE LAUNCHED, EVERY DRIVER IN SAN FRANCISCO NEEDS TO ACCPET THE PARATRANSIT THIS LAW NEEDS TO BE ENFORCED I AM A FREQUENT TAXI RIDER AND HOPE THAT OTHER RIDERS DO NOT EXPERINCE A SIMILAR STRESSFUL SITUATION.	03/29/2012	04:00	pm	Town_Taxi_Cab	1422			No	MARKET AND VAN NESS	640 POST ST

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1102379	4/10/12 1:44 PM	Taxi was speeding and tailgating other vehicles while weaving lanes from the fast lane to the slow lane. Customer asked him to slow down and he ignored her request stating "I have to be somewhere at 7." - - -	04/09/2012	06:30	pm	Royal_Cab	481		Prius type vehicle	No	SFO	Ritz Carlton  Residents at 3rd and Market.
1102525	4/10/12 5:08 PM	The patron stated that when we are almost to the San Jose airport. The driver says by the way you have to pay have of your fare on the way back,I was told about an hour into the drive and the driver stated that the dispatch is suppose to tell me this and its not the driver resposiblity.The dispath never told me this and they never asked were I was going. - - - The patron stated that when we are almost to the San Jose airport. The driver says by the way you have to pay have of your fare on the way back,I was told about an hour into the drive and the driver stated that the dispatch is suppose to tell me this and its not the driver resposiblity.The dispath never told me this and they never asked were I was going.	04/10/2012	05:13	pm	Regents_Cab	1057	43759	blue and yellow	Yes	SFO	San Jose
1103783	4/12/12 11:29 AM	Pedestrian states: I was in the Shrader St crosswalk crossing Haight St. This gold & red color cab #56,with Phone number starting with 9 something, just flew past the intersection without yielding at the STOP sign heading towards Stanyan St. ! - - - See above.	04/12/2012	11:20	am		56		Gold & red color	No	na	na
1103944	4/12/12 1:30 PM	this driver was driving very recklessly - - - this driver was cutting in and out of traffic,and also speeding without regard for other drivers	04/12/2012	12:35	pm		1268	000000	red/white /blue	No	n/a.	n/a.

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1103993	4/12/12 2:27 PM	Complaint on unregulated taxi like service company. - - - Caller is a limo service owner and is outraged about a company called Sidecar, they operate like a taxi services. The difference is they work on a voluntary pay as you want for the services, but there is a suggested price based on where you are and where you want to go through the App. They use they own vehicles; it says they have insurance, but when you're driving the public around you have to have 1 million dollars insurance and I doubt they have that, if the hours of work are regulated then there are workers comp issues, union issues, business tax and license, city, state and federal regulations. This company Sidecar has an App and website: www.side.cr/ and are directly competing with business and they destroy the rate structure. Caller is requesting a call back regarding this issue.	04/12/2012	02:34	pm					No		
1104174	4/12/12 5:02 PM	I GOT INTO THE CAB WITH MY MOM AND HER FRIEND AT 24TH AND MISSION. MY MOM TOLD THE DRIVER TO TAKE VAN NESS BUT THE DRIVER REFUSED SAYING THAT IT WAS GOING TO TAKE LONGER. OK THAT WAS FINE, WE LET HIM DO WHAT HE WANTED TO DO. HE WAS KIND OF MAD AND HE WAS ACTING RUDE. THEN WHEN WE WERE GOING TO GET OFF HE STOPPED THE CAB AND MY MOM LOOKED AT THE METER AND IT SAID \$13.75. THE DRIVER DIDN'T STOP THE METER SO MY MOTHER GAVE HIM 20 BUT HE GAVE HER CHANGE FOR THE INCORRECT AMOUNT. HE CHARGED HER \$14.75 INSTEAD. WE TOLD HIM THAT THAT WAS THE WRONG AMOUNT. THEN AS WE WERE GETTING OUT OF THE CAR HE STARTED YELLING AT US.HE WAS VERY MEAN. I AM 11 YEARS OLD AND I AM CALLING FOR MY MOTHER. - - -	04/12/2012	04:45	pm		209		THE TAXI CAB HAD GREEN, RED AND WHITE COLORS ON IT.	No	24TH AND MISSION	N/A
1104265	4/12/12 7:29 PM	Motorist states "I was on church street headed south along dolores park and i was going up the hill. i got to the intersection first (at 20th). this guy was on 20th going west and he basically cut me you and gave me the finger and mouthed "fuck you" to me. (this is a 4 way stop location per caller) he stopped briefly, didnt come to a complete stop and then just tore off into the intersection. He went up to stop between liberty and 23rd street and pulls over and drops someone off. I was trying to get around them and he rolled down his window and i guess he thought i was chasing him down but i was trying to get around him. I heard him say "fuck you, don't try it" and took a right onto 23rd street." - - - n/a	04/12/2012	06:20	pm	Yellow_Cab_Co_op	933		yellow cab co-op on it, SUV, 933 on the outside, on the back of the vehicle it said san francisco taxicab.	No	church and 20th	to 23rd street at church

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1104268	4/12/12 7:47 PM	see below - - - Caller is a cyclist reporting unsafe driving. Caller stopped at a red light adjacent to the taxi. The cab driver rolled down the window and started yelling at him for not biking at the bike lane. There was no bike lane on 3rd Street at Market. When the light turned green, driver made a sharp right turn and forced caller into a dangerous traffic situation.	04/12/2012	07:30	pm	Yellow_Cab_Co_op	0000	0000	Plate 24799D1	No	NA	NA
1104269	4/12/12 7:56 PM	Driver is very abusive and tried to tak advantage of me. I asked the driver if he took credit cards he said yes. Once I got in he asked if I had cash. I said that I did not have cash and that I was tired from the the flight. He then asked me if I would go to an ATM and get some cash. He said, 'come on we can help each other out'. He then asked me if I wanted to take 280 or 101. I said which ever is faster. He said, I would need to take a helicopter or a plane. He was being so rude. Then after that I gave him a \$5.00 tip and he did not say thank you. - - - n/a	04/12/2012	07:30	pm	Royal_Cab	161		Royal Cab	No	SFO	Daniel Burham Court
1104277	4/12/12 8:30 PM	caller states we arrived at my destination and he(taxi driver) asked to get paid and he asked for cash i told him i didnt have it, and gave him my credit card and while he was running it he said in the future do me a favor and take the hotel shuttle, after explaining it had stopped running, he said you should wait until it started again because you're screwing up my night, driver was displaying rude behavior - - -	04/11/2012	01:50	am	National_Cab	027		yellow and green or blue	No	sfo airport	groven or hotel
1104617	4/13/12 12:24 PM	Driving while tralking on a cell phone not by an earpiece. - - - Taxi Patron states that the driver of this cab was checking emails and talking on his cell phone and driving with one hand. Patron states that that he was not paying attention to the roasd straight ahead of him. Patron states that he mentioned this to the driver and the driver just mumbled in another language to the person he was speaking with on the cell phone.	04/13/2012	12:20	pm	Yellow_Cab_Co_op	607	54407	Yellow cab 4 door sedan.	No	Jackson and Columbus	107 Geary
1104720	4/13/12 3:23 PM	Overcharged patrons credit card. - - - The patron states that the driver tipped himself \$8.00 when she paid her fare by a credit card. The patron state sthat the fare was \$8.00 and when she handed the driver her card the driver asked &quot; How much for a tip?&quot; the patron responded &quot;\$1.00&quot; and the driver processed a total of \$16.00. When she brought it to his attention of the driver he said &quot;oh I am sorry I will refund you in cash.&quot; The patron states that she had alot of luggage and was distracted and the driver only gave her back \$5.00 of the \$8.00 she was to be refunded. Meaning he still got a \$3.00 tip that was not given by the patron.	04/13/2012	03:15	pm	Arrow_Cab	279	9999	4 door sedan	No	Caltrain	191 Sutter

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1104796	4/13/12 4:30 PM	Caller stated that he and his 93 yrs old mother wanted to get home, the restaurant manager called a taxi company around 1:15 but no taxi driver showed up at all, caller made a call to yellow cab around 2:45PM and he was told that they will send one up there, finally around 3 or 3:30Pm but the driver saw him in crutches and assume he was going to use a paratransit and took off, there was a lady there that even got in front of the cab and told him to pick the passengers up, but the driver told her that the passengers were waiting for paratransit and would not pick them he just took off. - - - n/a	04/13/2012	03:30	pm	Yellow_Cab_Co_op	9999	99999	yellow	Yes	stone town	n/a
1104814	4/13/12 4:45 PM	Patron states: "I want to complain that taxis don't come to Hunter's Point. Whenever I call they say one hour or two hours. If they don't do something about it I'm going to take it to the mayor. - - - NA	04/13/2012	12:00	pm		9999	99999	Luxor and Yellow Cab	No	Hunter's Point	NA
1104970	4/14/12 2:47 AM	we stopped his taxi to take someone home, he said he would not because she is drunk even though she is not drunk. he proceeded to curse me out and started videotaping me to cover himself. He also called the cops, but they just left. - - -	04/14/2012	02:45	am	Arrow_Cab			LP #8U69514 Arrow Cab	No	O'Farrell and Jones	
1105423	4/15/12 9:00 AM	Cursing, rude, yelling, hostile - - - Cab #2147 or #3147 patron states "After we got in the cab, there was three of us and the 3rd friend slammed the door, but I was concerned and we were talking about this with my other friend, and the driver was getting into our conversation irritated and said " I'm just going drive around until you decide." He shouted get out of my cab, you dumb shit, fuck. I said "how can you treat us like that" I'll get out of you cab but were on the freeway and my friend was heavily intoxicated and I'm concerned about my friend, she is really intoxicated and I need to make sure she needs to get home okay. I tried to call my bothers but it was late and they didn't answer, so I called 911 and they transferred me to non emergency police and they told me that this was a civil matter and I had to call Luxor Cab Company to file a complaint. The total was \$22.00 and my friend paid when she got dropped off a few blocks away from the Bart Station at her home. "	04/14/2012	11:05	pm	Luxor_Cab	2147		4-door sedan	No	16th and Valencia	Daly City Bart Station then 1553 Santa Barbara



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1105681	4/15/12 2:50 PM	Customer states: When the taxi driver found this is a short distance ride, he passive aggressively have me put my 16 months old son in my lap versus in a car seat, so he can quickly get back to SFO for other customers. - - - Customer stases: Since this is a San Francisco Taxi, I think you need to know though the trip is only between SFO & San Mateo.	04/15/2012	01:15	pm	Luxor_Cab	146		Luxor	No	SFO	home at San Mateo
1105823	4/16/12 12:38 AM	I asked to pay by card and the cab driver refused and said the system would take too long to pay. I paid cash and I asked him if that was the truth and he basically grumbled something and didn't answer the question. - - - .	04/16/2012	12:35	am	Yellow_Cab_Co_op	627		Yellow Cab	No	Geary and Third	Church and Market
1105970	4/16/12 9:33 AM	Caller stated: I am standing at the bus stop at Sutter & Taylor with an elderly gentleman about 84 yrs old. I am flagging down a cab for him and cab #305 stopped. I helped the gentleman get into the cab and I told the driver that he needs to go to the VA hospital. And the driver said..."I am not going there." ....so I said ..."why did you stop?" ...and he said.... "I thought you were the call from next door",. He made the gentleman get out of the cab and he took off all the way to Sutter street and so he really did not have a call next door. He just don't want to go to the VA hospital. He actually whined to me about the call next door. He lied. - - -	04/16/2012	09:15	am	Yellow_Cab_Co_op	305		Yellow, like a Jeep Cherokee	No		
1106133	4/16/12 11:29 AM	I'm partially disabled and I carry a cane. I get into the cab after he pulled over and he says, "I should warn you I don't take paratransit scrip." I told him that he had to because it was required by law. He said that he didn't have a machine or the paper work.I used to be a driver so I know how it works. Why did he even bother pulling over at all. - - -	04/14/2012	05:00	pm		837			No	1651 Market	none
1106235	4/16/12 12:59 PM	PATRON STATES THAT THE CAB TOOK HER TO WASHINGTON AND VAN NESS AND TOLD PATRON THAT SHE HAD TO GET OUT AND GET ANOTHER CAB, PATRON STATES THE CAB DRIVER TOLD HER HE WOULD CALL FOR ANOTHER CAB FOR PATRON BUT ANOTHER CAB NEVER CAME AND NO CABS WOULD STOP. PATRON STATES THAT SHE HAS A DR. THAT IS NEAR BY PATRON STATES SHE WENT TO THE DR'S OFFICE AND THEY CALLED HER A CAB.. PATRON STATES THAT SOMETHING NEEDS TOBE DONE ABOUT THIS, PATRON STATES SHE IS 80 YRS OLD. - - -	04/12/2012	01:00	pm	Yellow_Cab_Co_op			YELLOW CAB	No	WEBSTER AND CLAY	WASHINGTON AND VAN NESS

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1106278	4/16/12 1:39 PM	The caller stated, "It was Veteran's cab 1434 and the cab driver blew through the top sign and nearly hit me. I was westbound on Avalon and the driver was coming up the hill going eastbound on Avalon. I was turning left onto Naples from Avalon. As I was turning left, the driver just blew through the stop sign and nearly hit me. The driver waved at me like it was alright or whatever, but it wasn't alright. - - - Unsafe driving.	04/16/2012	01:36	pm	Veterans_Cab	1434			No		
1107027	4/17/12 1:26 PM	Per caller: cab is a no show. Called at 1PM and was told within 10 mins. Then called again after 10 mins and was told I have no order in system. - - - Caller wanting to complain about this to someone.	04/17/2012	01:26	pm	Yellow_Cab_Co_op				Yes		
1107150	4/17/12 3:39 PM	going down on van ness ave the caller stated that the driver was talking on his cell-phone - - - the caller was not a passenger she just saw him from the st.	04/17/2012	03:19	pm	Bay_Cab	218	0000	n/a	No	n/a	n/a
1107251	4/17/12 6:57 PM	Cab 1013, Yellow Cab, picked up about 2:15pm going to 2300 California at Webster. I was giving him instruction on the best way to get to the location. He started yelling at me. I told him that he should never yelled at the customer. I called Yellow Cab after my appointment and waited for an hour. It took me 4 phone calls to figure out that there was a cab waiting by the parking lot instead of the main entrance. - - -	04/17/2012	02:15	pm	Yellow_Cab_Co_op	1013	00000	Yellow Cab	Yes	1738 Bryant Street	2300 California Street
1107366	4/18/12 12:01 AM	He said words that should not be said, he was a little bit asenine. Yes i had a couple of drinks but I'm not in a sense where I couldn't dictate where to go. He was very rude to me. He said "you don't know where you're going"; - - - .	04/17/2012	11:50	pm	Royal_Cab	9999		Royal Cab	No	Hyatt Regency	41 Valetto Court
1107671	4/18/12 11:06 AM	Customer states the taxi driver cut him off once atGolden gate and twice on Franklin. There was a passenger in the taxi and the driver was driving in and out of lanes without using a blinker. - - -	04/18/2012	08:00	am	SF_Taxi_Cab	9028		Mini SUV	Yes	NA	NA
1107938	4/18/12 5:29 PM	The taxi driver is refusing to close the window even though he was driving on the freeway. He also refused to take 19th ave to get to Sausalito. Instead he went downtown and now they are stuck in severe traffic on the Embarcadero. The taci driver now wants her to get out of the cab and take another one. - - -	04/18/2012	05:30	pm	Alliance_Cab	9022		NA	No	SFO	NA
1108563	4/19/12 3:32 PM	Caller stated that he saw the driver smoking inside the can, he had no passengers but he was smoking, the driver was around Hyde Street and Grove Street. - - - n/a	04/19/2012	02:30	pm	DeSoto_Cab	157	000000	blue	No	n/a	n/a

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1108571	4/19/12 3:46 PM	This driver jumped in fron of me and took my fare -- I'm a driver and this driver in this cab pulled in front of me and took my fare,this driver has a very bad reputation and treats customers badly,he has been fired by yellow cab before,I don't know why another cab company would hire him,he is a very bad person and most drivers is scared of him because he has been known to want to fight other drivers, this driver should not be representing San Francisco as a cab driver. DRIVER STATES HE PUT IN A COMPLAINT NUMBER 453364 IN 2009. This driver has many complaints and is still driving a cab. The driver has no respect for no one. - - -	04/05/2012	08:15	pm	Royal_Cab	1095		Red and gold	No	Park 55 Hotel	N/A
1109205	4/20/12 2:56 PM	Customer stated: Driver did not accept Paratransit card for cab when I was giving it to him. Driver just went around and around the area and made the taxi fare went up to about \$9 to \$10 more. - - -	04/20/2012	02:15	pm	Fog_City_Cab	1017		Green	No	Howard & Main	19th & Irving
1109249	4/20/12 4:20 PM	Rude and discourteous to Patron. -- Patron states "The Driver picked me up at SFO. I've never been treated so rudely. This Driver, when he heard that I was going just ten miles, said that he had to do this quickly and said nothing else except to repeat that he had to make this trip quickly. When we reached the destination, He pulled luggage out of his car, laid it in the street and drove away. This guy should not be dealing with the public." - - -	04/20/2012	04:15	pm	DeSoto_Cab	709	99999	n/a	No	SFO	Pensinsula St and El Camino Real, Burlingame
1109300	4/20/12 5:41 PM	taxi driver didnt display a license when i asked and he wouldnt accept credit cards - - -	04/20/2012	05:32	pm	Royal_Cab	1165		red & gold	No	embarcadero hvatt	telegraph hill
1109355	4/20/12 7:31 PM	i asked the driver to go to my address and told him how to get there and he got mad and said dont tell me how to drive, im going to go this way. i just said ok i was just trying to make it easier for you. We got to my intersection and i gave him my credit card and he said do you have cash, i dont want to take this and i said sorry thats all i have. He ran the card and swore. then i stepped out of the cab because i got concerned for my safety. i signed the receipt and he just stood there and watched my go down the hill and he saw me go into the apartment i live at. I am genuinely concerned for my safety. - - - n/a	04/20/2012	07:27	pm	Town_Taxi_Cab	331		town taxi cab, SUV	No	battery and california	leanworth and union

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1109358	4/20/12 7:39 PM	Caller stated that there were 3 passengers and they told him where to go and the driver missed the first drop off location, and then he got upset when the passenger getting off stated that it was not where he wanted to go, and the other 2 passengers did not want to be at the cab anymore since the driver was upset and got off at Hayes valley, but it was not their destination - - - n/a	04/20/2012	07:37	pm	Yellow_Cab_Co_op	979	00000	yellow	No	townsend/ 4th	hayes valley
1109433	4/20/12 10:51 PM	pedestrian states cab ran a red light and almost ran him over in crosswalk. - - - n/a	04/20/2012	10:45	pm	Yellow_Cab_Co_op	688		yellow sedan, in yellow cab company vehicle	No	hayes and gough, west on hayes left onto gough	n/a
1109451	4/21/12 2:52 AM	The patron states, &quot;We were trying to take a taxi from downtown SF to Berkeley and the driver said the cost would be \$50.00. This is not true because I take taxis from Berkeley to SF and the price should be about 40 - 45 w/tolls. The taxi driver said we must pay the meter fee plus the tolls. I believe the toll fee is \$4.00 and he told us it's \$5.00. I was trying to explain to him I took a taxi to SF for \$4.00 and he started cursing and saying pay the meter and the tolls with your cheap a--. He should not have talked to us this way. I feel like he was trying to rip us off. We paid the meter fee plus the toll. I was not happy and through the money at him. He got out the car and cursed me and my friend. He said I was being a b---- and I probably did not get laid tonight.&quot; - - -	04/21/2012	02:45	am	Town_Taxi_Cab	928		NA	No	430 Mason St.	Berkeley
1109693	4/21/12 1:55 PM	Uncomfortable ride to SFO without AC - - -	04/21/2012	01:55	pm	Yellow_Cab_Co_op	541		Yellow	No	Morgans Hotel	SFO
1109791	4/21/12 4:57 PM	Customer states: We got on the cab and told driver where we're going. He asked 'You are payin by cash, right?' I said 'No, we are paying by credit card.' He said he does not accept credit card. I said the side of your cab says it takes credit card payment! He started to yell at us 'Son, I said NO CREDIT CARD!' and would not take us. Thank you. - - - na	04/21/2012	04:43	pm	Town_Taxi_Cab	422		SF Town Taxi Cab	No	Hyatt Hotel at the Embarcadero	na
1109838	4/21/12 6:35 PM	driver was texting -- Patron said driver was continuously texting while driving and fare that should have been \$9-\$13 was \$17 because patron had to advise driver to go that light was green or driver missed turn because he was texting. Driver also did not know where he was going - - -	04/21/2012	06:35	pm	Yellow_Cab_Co_op	9074		Chrysler minivan	No	Van Ness and Market	Cortland and Andover

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1109913	4/22/12 1:55 AM	cab refused credit card in cab - - patron stated - the cab driver would not take credit cards, even though he knows it's a law in San Francisco - he made us pay cash.	04/22/2012	12:35	am	Bay_Cab	9062	99999	bay cab	No	4th & market Great Hwy	4 & king SFO
1109925	4/22/12 6:14 AM	Dispatcher for yellow cab was rude -- Patron state "I want to file a complaint against yellow cab dispatchers. I called to get a ride to the airport. The recording says I hit option 0 for immediate service. The dispatcher came on, I said, I need immediate service to the Airport and the dispatcher started screaming at me and then hung up." Yellow cab needs to handle their customer better, this is unacceptable. Yellow cab just lost out on 50USD - - -	04/22/2012	06:10	am	Yellow_Cab_Co _op	9999		n/a	Yes		
1110115	4/22/12 2:14 PM	Motorist stated, "On El Camino & Broadway Ave in Burlingame, a SF cab driver that read SF Taxi on the back, was driving very recklessly. He was driving over the speed limit, cutting off other cars, driving in and out of lanes, and made a right hand turn from the left lane." - - -	04/22/2012	01:57	pm	SF_Taxi_Cab	543		white 4 door sedan	No	n/a	n/a
1110185	4/22/12 4:59 PM	Customer states: I requested this cab to take me to work. We were stuck in the traffic for a moment. I am new to this area, so I asked driver if he knows another way to get around the traffic. He said no, and started to honk the horn. I asked him not to honk anymore because it's irritating to other drivers. He said 'No, no, I am fucking mad because you asked me if I know another way!' I explained to him it's because I'm new to this area and I must get to work on time. Even the traffic controller in green jacket asked him to slow down, and driver has been rude to others too along the way. Thank you. - - - na	04/22/2012	04:52	pm	Yellow_Cab_Co _op	1164		Yellow Cab	Yes	Fulton/Fillmore	Market/Castro
1110199	4/22/12 5:45 PM	Customer states: I got on this cab at SFO to Westin Hotel SF. Cab driver was very rude and kept pushing for cash even though it's supposed to take credit card payment! He pointed to his own sign 'Please pay cash' at the back of seat where passengers can see. I finally paid with credit card for fare \$60 plus 10% tip of \$5, but he's still trying to push for more money because of the 5% he needs to pay credit card company! I don't think this is right! This is not the way he should do business. The vehicle number on my receipt is 0692/5775. Thank you. - - - NA	04/22/2012	05:20	pm	Yellow_Cab_Co _op	692		Yellow Cab	No	SFO	Westin Hotel in SF

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1110369	4/23/12 7:15 AM	Customer states, "I wanted to submit a complaint about the DeSoto taxi dispatch center. I called a cab since 6:42AM the first dispatch was really nice, I'm a regular customer. After 10-12minutes passed, I called back. The 2nd dispatch asked for my phone number with area code first, and he made me wait for a while, then he got back on the phone and said the cab made a mistake is front of the school. I said I'm in front of the school and there is no cab. He placed me on hold again and when he got back on the phone he said it's going to take 2 minutes and hung up. I called back and he asked for my number again. I told him, 'I need go home, where is my cab?' And he said, 'I don't understand, what is wrong with you?' and he hung up again. I felt bad and so I wait another five minutes. This is not first time dealing with dispatcher and if I call back and have to deal with him again, I just may bail on DeSoto and not use them again." - - -	04/23/2012	07:00	am	DeSoto_Cab	9999	999999		No		
1110583	4/23/12 10:57 AM	Driver came into the restaurant, Melt, asked to use the restroom, and we informed him that it was for customers only. He demanded to use the bathroom I told him there was a public bathroom down the street, and he told me (not knowing who I am) your opinion doesnt matter. I told the clerk to allow him to use the bathroom, he then took the key, urinated all over the bathroom floor and left the key in the door. He then returned using very vulgar language to myself and the 23 year old female clerk behind the counter. I was outside, he then came out and told me, Fuck you Fuck you! - - - This was also reported to Bay cab to Mr. Cardenas who was not helpful at all, and said he did not have anyone who fit the description with that cab number I provided. I informed him that I was reporting this to the Taxi commission.	04/22/2012	06:30	pm	Bay_Cab	2922		white all around. frt/bck area is gold, red writing stenciled bay cab on door, and phone number on front, Ford Crown Victoria	No	n/a	n/a
1110974	4/23/12 5:47 PM	Cab driver was on his cell phone and passed up their destination - - - Passenger states the driver made or receive 4 cell phone calls while driving. Passenger states the driver was using his head set. Driver passed up his destination. The driver not paying to the passenger instruction. THE CAB READ YELLOW CHECKER CAB	04/23/2012	05:40	pm	Arrow_Cab	1244			No	SFO	1309 Diamond Street, San Francisc

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1111065	4/23/12 9:05 PM	motorist states i was driving down 101 south, a taxi was in the right lane he started to come over towards me and i honked at him first he went back then came over he squeezed in and made me slam on my breaks and almost made me hit another car when i weaved to my right and then he flipped me off, i would like someone from the taxi commission to call me about this. - - -	04/23/2012	08:57	pm	Yellow_Cab_Co_op	769		yellow	No		
1111084	4/23/12 10:39 PM	Taxi cab driver refused to service the customer. Instead, the taxi cab driver picked up another caucasian female passenger who was behind him. -- I just came out of the restaurant, wanting to take a cab home. I came out of the restaurant and I saw the arrow cab waiting. I was waving at the cab driver, but the cab driver refused to service me. He serviced another female caucasian customer who was behind me and she was not even waving at him. The driver picked up the other customer instead. - - -	04/23/2012	10:30	pm	Arrow_Cab	735		light yellow and red, Toyota Prius 2010	No	Fillmore & OFarrell	Fillmore & OFarrell
1111519	4/24/12 1:33 PM	CUSTOMER STATES THAT HE WAS IN THE TAXI LINE AND HE WAS NUMBER TWO AND THE THERE WAS ANOTHER TAXI IN FRONT OF HIM AND THE DRIVER OF THE FIRST CAB DID NOT WANT TO TAKE THE CUSTOMER WHERE THEY WANTED TO GO. HE REFUSED SERVICE. HE TOLD THE CUSTOMER THAT WAS GETTING IN THAT HE HAD AN APPT TO GO TO. CUSTOMER STATES THAT HE WENT UP TO THE DRIVER AND ASKED HIM WHY AND HE SAID HE DID WANT TO TAKE SHORT. THEN ANOTHER PERSON THAT WAS NOT EVEN COMING OUT OF THE HOTEL CAME OUT AND GOT IN AND THE DRIVER TOOK HIM. -- CUSTOMER STATES THAT HE WAS IN THE TAXI LINE AND HE WAS NUMBER TWO AND THE THERE WAS ANOTHER TAXI IN FRONT OF HIM AND THE DRIVER OF THE FIRST CAB DID NOT WANT TO TAKE THE CUSTOMER WHERE THEY WANTED TO GO. HE REFUSED SERVICE. HE TOLD THE CUSTOMER THAT WAS GETTING IN THAT HE HAD AN APPT TO GO TO. CUSTOMER STATES THAT HE WENT UP TO THE DRIVER AND ASKED HIM WHY AND HE SAID HE DID WANT TO TAKE SHORT. THEN ANOTHER PERSON THAT WAS NOT EVEN COMING OUT OF THE HOTEL CAME OUT AND GOT IN AND THE DRIVER TOOK HIM. - - -	04/24/2012	01:20	pm	Arrow_Cab	2014	9999	ARROW CAB	No	IN FRONT VITALE HOTEL	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1111728	4/24/12 5:25 PM	patron does not speak English well and is 84 complaint called in by daughter see details below -- Patron's daughter said driver gave fake money as change to patron. Patron gave \$20 bill and was given fake \$10 bill. Issue reported to police and police gave 311 number to call. Customer also called taxi company and was told by manager driver could be tracked down and that he would call her back but manager never called back - - -	04/02/2012	04:10	pm	DeSoto_Cab			unknown	Yes	350 Francisc o	1520 Stockto n
1112255	4/25/12 1:29 PM	Caller (Pedestrian) called to file a complaint in regards to the Yellow Cab Taxi Driver for unsafe driving. The caller stated that the cab driver slammed on his brakes and stopped in the middle of the crosswalk almost hitting 7 people crossing the street. The caller noticed that the driver was wearing an earpiece and was not sure if the driver was having a conversation or listening to music. - - -	04/25/2012	01:20	pm	Yellow_Cab_Co _op	234		Yellow - Yellow Cab	No	Kearny and Sutter	n/a
1112359	4/25/12 3:42 PM	Taxi driver refused to take us to our destination -- The driver picked us up (me and a friend often share a cab. I told the driver &quot;We've got two stops, the first is at 15th and Guerrero and the second address is in Cocker Amazon.&quot; the driver said that he wasn't familiar with the second address, and we said it was a couple of miles past Geneva and Mission. The driver states &quot;I'll take you to 15th and Guerrero, but I'm not taking your friend, it's a dangerous neighborhood. I think it's also important to note that I'm white and my friend id black. It's a very nice neighborhood; it's a lovely gated community. He told us to get out.&quot; - - -	04/24/2012	09:30	pm	Arrow_Cab		64309	Ford SUV	No	18th and Castro	15th and Guerrer o and Crocker Amazo n
1112583	4/26/12 6:59 AM	Patron stated: &quot;This cab was in the hotel taxi queue. The taxi driver asked me where I was going and I told him that I was going to 897 Hyde St. He told me that he had been waiting for an hour and that I should take the cab behind him. He is refusing a fare.&quot; - - -	04/26/2012	06:32	am	Arrow_Cab	304		Arrow Cab	No	Sir Francis Drake Hotel	897 Hyde St
1112701	4/26/12 9:39 AM	Caller stated: Driver did two illegal things: One of them is that he was driving on the cable car tracks (Powell & Bush) and then he stopped on the cable car track and he was going to make an illegal left turn (this is the 2nd illegal thing). then the cable car was ringing so that he would move but he did not move. The cab was blocking the intersection and then the cable car has to pull the emergency brake. It was kind of dangerous when the cable car pulled the emergency brake it lurches forward. Everyone was ok but it could have been worst. The cab almost cause a bad accident. - - - Caller was riding the cable car.	04/26/2012	09:05	am	Metro_Cab	61		don't remember	No		



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1113039	4/26/12 4:31 PM	Caller reporting she was rear ended by Regents Cab this morning at Bryant and 4th St. Caller was injured and is going to ER. - - - n/a	04/26/2012	10:15	am	Regents_Cab	149	587	Regents Cab	No	n/a	n/a
1113066	4/26/12 5:03 PM	i took the cab from sfo to inner sunset, got out my credit card because i travel for business and so we have to use our amex card and included a \$5 tip, but he gave me grief and said the \$5 tip wasnt enough because he gets charged 5%, he didnt get out of the cab to get my roller board out of the trunk, it was an overall unpleasant experience, and i asked twice for his badge number but he wouldnt give it to me. - - -	04/26/2012	04:40	pm	Luxor_Cab	2		luxor, white with red & blue on the side	No	sfo	inner sunset
1113101	4/26/12 5:48 PM	Driver did not permit passenger to get his luggage out of the trunk. Please read below. - - Passenger states he caught the cab from the SFO and the driver drove off before he can get his luggage out the trunk. Passenger states a USPS truck blew the horn at him and he stopped across the street and then took off. Passenger called the cab company and they gave him the phone number of the driver. Passenger called the cab driver and was told by the driver he would deliver it in one hour. Passenger first called the driver 4:00PM and the driver admitted he forgot to give the passenger his luggage and that he was tired. Passenger called him at 5:15PM and the driver told him he was not bringing it and his boss Bruce Fay, his manager, told him not to deliver it. Passenger was also told his luggage is now consideres lost and he had to pick it up from the office. Passenger states the driver gave him the number for Bruce Fay his manager. Passenger called Bruce Fay and he kept repeating his lost his luggage and they are not responsible. - - -	04/26/2012	04:00	pm	American_Cab	2234		Black cab	No	SFO	180 Brannan, San Francisco, CA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1113620	4/27/12 4:12 PM	311 OPERATOR NOTE: THE CALLER WAS CRYING AS SHE WAS SPEAKING. &quot;I want to report the worst experience I've ever had. I just got back from cab no. 951. He is completely crazy. This driver was off his rocker. He was talking about conspiracy's and dictatorship and saying how the MTA has some sort of conspiracy. He was talking to me saying, &quot;You young computer users are all brainwashed and your all going to become robots and the world is going to end. You foreigners....&quot;He went on and on just blabbing things that did not make sense. I almost wanted to jump out of the cab because I was so scared.If you see him you have to know something is not right with him. He is crazy.&quot; - - - On the reciept the TRX number is 1719812. It also states &quot;yellow card SRVS.The telephone number on the reciept is 415-839-4600.	04/27/2012	04:00	pm	Yellow_Cab_Co_op	951		Yellow SUV cab. Not a MINI van	No	n/a	Caller does not feel safe providing this information.
1113677	4/27/12 6:15 PM	Patron states i see a cab coming down california and i had my dog with me and i had my friend hold my dog so i can go across the street to get the cab. he pulls over and my friend comes over with my dog. i wasnt getting in the cab. The driver sees my friend running across the street and all of the sudden and he said no NO NO. the light turned red so he couldnt take off. i said excuse me youre not available. he wouldnt even look at me. I knocked on the window. I asked him why he couldnt take my friend. I assume its because he saw my friend with the dog running across the street. it was really rude. He just ignored me and wouldnt even tell me why he wouldnt pick the friend up so i can only assume that it was because he saw my friend with the dog. Another nice cab driver told me to call and said it was illegal to refuse a fare because of animals unless they are allergic. There was a man across the street trying to get a cab and when the light turned green he picked him up. - - -	04/27/2012	05:45	pm	Yellow_Cab_Co_op	165		yellow cab co, #165, sedan	No	california and divisadero	n/a
1113738	4/27/12 8:27 PM	caller states i was with my grandma in the mission district and the cab driver he asked us where we were going and we told him and we also told him that we would be using a paratransit card and he didnt want to take us, he refused, i asked him why and he said i dont take credit cards. - - - isnt that illegal in the city?	04/27/2012	08:00	pm	National_Cab	2968		National, yellow and green	Yes	mission and 24th	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1113877	4/28/12 11:12 AM	Motorist was traveling NB on Steiner going from Duboce towards Haight. There is a crosswalk and a bike route where people and children are going to the playground/park. I was at the crosswalk when all of a sudden, the taxi driver flying out of Hermann ran a stop sign and cut IFO the customer and almost caused an accident by a foot. He had to slam on the breaks. The taxi driver continued and still went around him. She finally stopped and rolled down her window and screamed at the customer and said 'F--- you.' This taxi driver is dangerous and rude and should not be driving. - - - Taxi driver is a dangerous and rude driver.	04/28/2012	11:05	am	Yellow_Cab_Co_op	409		Cab yellow color	No	Steiner and Hermann	Steiner and Hermann
1113940	4/28/12 1:12 PM	The driver was either falling asleep or has a medical condition that caused him to continuously close his eyes, his hands were shaking, and he was driving irraticly - - -	04/28/2012	01:00	pm	DeSoto_Cab	666			No	7th St & Bryant St	22nd St & Guerrero
1113949	4/28/12 1:25 PM	Parton stated " We were afraid we would be killed the driver was driver extremely excessive speed and slamming on the breaks many times. Irresponsible driver hen should not be driving a cab this man should not be driving period. " - - -	04/28/2012	01:25	pm	Yellow_Cab_Co_op	634		Yellow Cab	No	Post & Taylor	3038 Fulton
1114022	4/28/12 3:51 PM	Hotel Drisco concierge - Marti Medina, calling on behalf of guest,states: The driver of this Yellow Cab that her guest took to their hotel did not want to credit cards payment. Driver indicated both of guest's credit cards not working when in fact working. Guest had to come in hotel to get cash to pay for cab fare. Also, driver tried to put \$5 tips on top of fare when guest said \$2 for tip only. Of course when guest paid by cash, only \$2 tips given to driver. In general, Yellow Cab has been a hazzle for not wanting to take credit card payment from customers. Thank you. - - - na	04/28/2012	03:40	pm	Yellow_Cab_Co_op	494		Yellow Cab	No	Did not ask her guest	Hotel Drisco
1114139	4/28/12 11:02 PM	Driver charge 5% extra for using a credit card - - - Patron stated that the driver had a laminated sign above the meter that read "All passengers paying by credit card will pay a 5% processing fee";.	04/28/2012	10:55	pm	Yellow_Cab_Co_op	600		Yellow Suv	No	Jones and Ofarrell	9th st and Mission

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1114541	4/29/12 9:08 PM	Patron states he called in this morning to report wallet missing and this guy Roger that worked there confirmed they did have it at 2 PM. He's been giving me the run around all day. at one point he stated that he was down the street and would be there in 10 minutes and 30 minutes later he still wasnt there. when i called back he said he couldnt find the house and he said he called 3 times and i said i have no record of that and he said well i had my friend call. I offered to go down to the office and he said no i'll bring it. I offered to pay a cab to bring it to me. and he said that he couldnt find a cab to deliver it. now he is not answering his phone number and his voice mail is full. - - - this is a complaint about a cab manager from Bay Cab named Roger. refer 1114247 for lost wallet.	04/29/2012	09:11	pm	Bay_Cab	443		na	No	na	na
1114596	4/30/12 5:03 AM	refused fare - - - Patron told yellow cab driver she was going to bay cab company - the driver refused.	04/30/2012	05:00	am	Yellow_Cab_Co_op	184	9999	yellow cab	No	castro & alcarado	n/a
1114596	4/30/12 5:03 AM	refused fare - - - Patron told yellow cab driver she was going to bay cab company - the driver refused.	04/30/2012	05:00	am	Yellow_Cab_Co_op	184	9999	yellow cab	No	castro & alcarado	n/a
1115267	4/30/12 4:21 PM	Patron states: He was doing 90mph, i gave him the address of the hotel and he asked me for directions, i asked for ac he said he couldnt do that, he was doing 90, he seemed incapable to driving in a staight line, he was swerving, he asked me to program the address into the GPS, he was trying to use the GPS at the sime time, i havent had any experiences like this with any san francisco cabs in the last two years ive been coming here. - - -	04/30/2012	03:00	pm	Yellow_Cab_Co_op	620	99999	Yellow Cab	No	SFO	Fairfiel d Inn and Suites, San Carlos
1115344	4/30/12 5:39 PM	caller states i have given him the address and he is using gps but he is acting as if he doesnt know where he is going and now we are driving around in circles \$22.00 later. i have never experienced this before in the united states. - - -	04/30/2012	05:20	pm	Yellow_Cab_Co_op	763			No	sfo airport	hilton garden hotel

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1115367	4/30/12 6:01 PM	Customer asked driver where Courtyard Marriot in Cupertino was and the driver said "Yes". Then once on freeway the driver asked him what the address was to the Marriot. The customer said "You said you knew. The address is in my bags that are in the trunk." The driver then while speeding on the freeway tried to google the address on his cell phone. The driver was not wearing a seatbelt and the customer did not feel safe so he looked up the address for the taxi driver on his phone. The driver then put the address into his cell phone and began driving crazy. He swerved pver several lanes and realized a CHP officer was behind his so he started swearing and became very nervous and angry at the customer. The driver became so confrontational that the customer had to remind him that he could see the cab number on the door and to relax. The driver then charged him \$150 for a \$94 fare stating there were "special" charges for going out of town from the airport. The customer paid without confrontation with his company's AMEX card and the driver took off but not before stating "No tip?" Customer felt unsafe and threatened and may press charges." - - -	04/30/2012	05:15	pm		230		Beat up prius part red and part tan in rectangular shapes.		SFO	Cupertino Marriot
1115443	4/30/12 8:48 PM	Caller stated "I was in the cab and the driver was speaking very loudly so I said sir could you speak a little quieter and he made me get out of the cab. He started yelling at me. When I got out he told me fuck you. I was just astonished. I asked him really nicely. There was just no reason for that. Totally unprofessional. I said please too, its not like I was being rude." - - - NA	04/30/2012	08:40	pm	Yellow_Cab_Co_op	252	999999	yellow, SUV	No	Union Square	Sutter St
1115533	5/1/12 7:52 AM	Patron stated, I have a suit & brief care with me because I'm flying out of the city tonight. The Taxi saw me heal him pulled over asked me was I going to the air port. He asked me where I was going I said downtown. He said I don't have time and refused my fare and drove off. - - -	05/01/2012	07:20	am	Bay_Cab	39		White & Green	No	Columbis & Lombard	None
1116031	5/1/12 4:32 PM	Refused fare to avoid occupy protest. - - -	05/01/2012	01:45	pm	Town_Taxi_Cab	1210		Prius	No	489 California	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1116116	5/1/12 6:39 PM	Driver of the taxi cab doe not obey the rules of the taxi line in front of the hotel. The driver purposely drives slowly up front to see if the passengers have luggage, when they dont he circles to come back around to to pick up passengers with luggage. This is not fare to the other drivers, and they the drivers get mad at us. We tell them we have no control of that, sorry. We tried telling this driver what your doing is wrong, and please comply with the rules of the Taxi line at the Hotel. He yells at us and tells us to mind our business and to our jobs. He also called us an AS***LE. - - - Marriott taxi line.	05/01/2012	06:20	pm	Luxor_Cab	438		White 4 door sedan - Possibly Camry	No	55 4th Street	N/A
1116170	5/1/12 9:58 PM	The caller states, "The driver picked me up @ a restaurant in SF. I informed him of my destination and he stated he would take me somewhere else. He dropped me off @ my hotel. I was scared because he said two times he was taking me somewhere else. I started having a major panic attack & started crying. The driver was also driving fast & speeding."  - - -	05/01/2012	08:25	pm	American_Cab	931			No	E & O Trading Co.	Hotel Monec o
1116205	5/2/12 6:29 AM	HOTEL MANAGEMENT STATES THAT CAB IS PARKED IN THE NO PARKING ZONE THAT STATES NO PARKING 24 HOURS A DAY, CALLER STATES THE CAB IS DOUBLE PARKED WITH IT'S DOORS OPEN AND MUSIC PLAYING, CALLER STATES THAT HE ASKED THE DRIVER TO MOVE AND THE DRIVER RESPONDED "THIS IS A FREE COUNTRY"; CALLER STATES THAT THE DRIVER THEN STATED HE IS WAITING FOR A GUEST THAT HE IS SUPPOSE TO PICK UP, CALLER STATES THAT HE ASKED THE DRIVER FOR THE NAME OF THE GUEST AND THE DRIVER WAS NOT ABLE TO PROVIDE THE INFORMATION. CALLER STATES THAT THE DRIVER IS SOLICITING GUEST FROM THE HOTEL. - - -	05/02/2012	06:05	am	National_Cab	137		NA		12 4TH ST (HOTEL PALOMA R)	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1116579	5/2/12 1:13 PM	Caller stated the cabbie slow down at green light till the traffic light turns red more than once then when get to General Hospital caller was paying by paratransit card cabbie asked the customer if he's going to put the tip on the receipt caller said no the cabbie handed the caller a piece of paper says on it taxi receipt the one you fill it out yourself caller told him not to put tip on but he did caller asked the cabbie to print receipt from the machine just to look at it and caller took it away from the cabbie usually it coast the caller \$16.15 with tip end up \$17.80 with tip but today the total came to \$22.55 the reason the cabbie kept slowing down at green till it turns red. - - -	05/02/2012	09:50	am	Luxor_Cab	2199	315817	Large sliding doors.	Yes	Montgo mery & Green	San Francis co General Hospita l
1116727	5/2/12 3:48 PM	Customer stated first the cabbie did not pull to curb enough for her to board the cab the cabbie said you can get on customer walk with walker and can be fold then the cabbie took basket the customer was caring and throw it in the back seat customer told the cabbie I can't take your cab you being so rude another cabbie was in line and came to the customer help folded her walker and took her basket and help her getting on his cab and took her home. - - -	05/02/2012	12:15	pm	Yellow_Cab_Co _op	1213			No	2100 Webster	3400 Laguna
1116931	5/3/12 5:44 AM	The driver come by and he was honking and I tell him to leave because he cannot honking at 5:30am in the morning. - - -	05/03/2012	05:30	am	Yellow_Cab_Co _op	981		yellow cab	Yes	3008 clay	
1116931	5/3/12 5:44 AM	The driver come by and he was honking and I tell him to leave because he cannot honking at 5:30am in the morning. - - -	05/03/2012	05:30	am	Yellow_Cab_Co _op	981		yellow cab	Yes	3008 clay	
1116933	5/3/12 5:50 AM	The driver comes by and he was honking and I tell him to leave because he cannot honk at 5:30am in the morning.  - - -	05/03/2012	05:30	am	Yellow_Cab_Co _op	581		yellow cab	Yes	3008 clay	
1116971	5/3/12 7:58 AM	Motorist states she was driving on Judah St.This cab was very close to my bumper/tailgating me.I came to a complete stop at a STOP sign.There were students crossing the street.The cab driver was honking his horn.I proceeded to go,the cab zoomed pass me.I was done with him tailgating me.I followed the cab driver the get his number.I told him I was going to report him for honking the horn and tailgating he cant be doing that. - - -	05/02/2012	12:00	pm	Yellow_Cab_Co _op	613		yellow	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1117306	5/3/12 2:13 PM	Patron states: "I had a client pick up a cab and the driver did not assist him in opening the door, I don't ,know if that is a policy or not if someone is disabled or needs help. On top of that the driver was rude rolling his eyes while our client tried to get into the cab with a fractured knee." -- Patron states: "I had a client pick up a cab and the driver did not assist him in opening the door, I don't ,know if that is a policy or not if someone is disabled or needs help. On top of that the driver was rude rolling his eyes while our client tried to get into the cab with a fractured knee." - - -	05/03/2012	02:00	pm	Yellow_Cab_Co_op	518	99999	Yellow Cab	Yes	678 Green St	NA
1117322	5/3/12 2:28 PM	Caller stated: "The taxi driver was getting into an altercation with a group of people, two men and a woman. It looked like they had just parked their car. They were walking down the sidewalk and taxi driver was in the cab. He followed them down and stopped and got out of the cab. There was yelling and he spat on one of the people. I did not want to see violence in front of my house and I yelled at him to get back into the cab. Instead of driving away, he got out of the cab, made an obscene gesture, threw garbage at the people and escalated the problem. If the taxi companies cannot be civil they should not be serving the public. They have an obligation to provide civil, safe, transporation to the public. This is not the wild, wild, west. They are not entitled to running a business in San Francisco, they are accountable to the citizens of San Francisco." - - -	05/03/2012	01:50	pm	American_Cab	780		American cab	No	North on Clayton St, from cross street Frederick	Clayton and Waller



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1117393	5/3/12 3:43 PM	Caller states, "I got in the Taxi cab #411, at SFO, I told him that I needed to go to the Hyatt Regency, he said "downtown?" I said no in Burlingame. He takes off, and once I look up I notice he is on the freeway going to San Francisco. So I correct him, I say I need to go to the Hyatt in Burlingame. He throws his hands up in the air, lets out a sigh and says you should have told me that before we left. I told him that I did tell him that. We argued back in forth about it. And so then he turns around and asks me for the address and I told him. And so he proceeds to drive back to the airport. He then tells me he has to check back in because this was a short fare. I asked him if I was going to be charged while he is checking back in and he does not respond. He proceeds to check in back at the airport. We then proceed to the hotel, but in the mean time he tells me that the hyatt I am going to is not called the Hyatt Regency and that there is only one Hyatt Regency and that it is in San Francisco. So we pull up and low and behold the sign reads Hyatt Regency. And he charges me full fare of over \$25 dollars. And proceeds to tell me I don't have to leave a tip. He didn't listen he argued with me. He did not turn his meter off when he checked in and he was rude." - - -	05/03/2012	12:08	pm	Yellow_Cab_Co_op	411		Compact Yellow Sedan	No	SFO	Hyatt Regency Burlingame
1117472	5/3/12 5:49 PM	Customer is a taxi driver who reports hotel employees at the Hilton Hotel Downtown, Taxi stand at 555 California, and the Omni especially give the hotel fares to towncars and only give the local fares to the taxis. It's very obvious too. Whenever someone comes out with luggage they hotel worker whistles across the street for a towncar. But when there is a local fare they call up the next taxi. This is a serious issue that needs to be addresses. Customer wants an inspector to come witness this to get an idea of how much taxi drivers get robbed of airport fares. - - -	05/02/2012	05:50	pm							

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1117779	5/4/12 11:04 AM	I asked the cabbie to go up Pine to Buchanan but the cabbie went up Sacramento instead she end up stuck behind the 1 California MUNI bus she stay on Sacramento all way to CPMC she did not follow what the customer told her in the beginning meaning Pine street has three lane unlike Sacramento has only one lane of traffic the bill was \$12.70 and the customer gave her a \$20 bill and cabbie asked the customer how much do you want back customer said I want every change back the cabbie gave the customer \$7 and if you have 30 cents I will give you a dollar customer found 30 cents and the cabbie throw the dollar at the customer because the customer did not tip the cabbie when customer open the door the cabbie told the customer you should tip people the cabbie rolled down the window and called the customer "Fucking you Bitch" customer looked back and told her I got your cab number that will be the thrill of your life I have your number and pulled out her cell phone the cabbie jumped out of her cab and charged at the customer by running across the street the cabbie grabbed her purse and told customer give me your id customer refused she was going to call the police claiming that the customer broke her window customer did not do any harm to her cab customer try to walk away but the cabbie kept blocking the customer path then the cabbie said I am going to call the police customer asked her what crime I've had committed? Customer kept walking away the cabbie kept saying I got you the cabbie seems to have very bad temper customer pointed to the cabbie that she was on the call the entire ride	05/04/2012	10:39	am	Yellow_Cab_Co_op	830		Minivan	No	Hyatt Regency	CPMC on Buchanan
1118188	5/5/12 12:16 AM	The caller states, "The driver did not accept a credit card even though the machine was working." - - - caller disc from line ...	05/05/2012	12:10	am		786			No		Fillmore St.
1118347	5/5/12 12:25 PM	Patron states:"Was weaving in and out of traffic without signaling, on Franklin just now. They should require their taxis to signal in traffic." - - - NA	05/05/2012	11:25	am	Yellow_Cab_Co_op	1141	99999	Yellow Cab	No	Franklin St	NA
1118380	5/5/12 1:16 PM	The patron states: When I was dispatched, I asked to be taken via 280 via 6th St to Taylor. The driver took King St. and today there is a Giant's game. We were stuck in traffic on King St for quite some time and this is just what I was trying to avoid. I felt as though he thought I was a pigeon and that I did not know better. He was beligerant and fresh. I was specific with the route I wanted and this was a completely incorrect route. He said, I know how to get to the Fairmont, but I did too. It was a poor choice for a Saturday and then the driver pointed out the game as we were on the highway and then bypassed 6th and took King St. - - - The fare came to \$52.25, I told him that I would pay him but I would not tip him but needed change When I gave him the fare, he did not have change. He then stated "The rich get richer and poor get poorer" This gives the city a bad name. I am not tourist I am a native and just happen to live near the Fairmont.	05/06/2012	12:45	pm	Town_Taxi_Cab	1364	66035	A small SUV	No	SFO	Fairmont Hotel Area

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1118384	5/5/12 1:25 PM	taxi - - - patron states &quot;I use a taxi magic app on the phone, I request the taxi, it was dispatched I could see the taxi on the app and he picked up another fare&quot;;	05/05/2012	01:15	pm	Luxor_Cab	1018	1018	n.a	Yes	Zoo	marriot downto wn
1118579	5/5/12 11:37 PM	Customer states that &quot;we were trying to take a cab, and the taxi cab refused service. He said he's been waiting for awhile and he is looking for a longer ride instead of 8 blocks and he wouldn't take us&quot;;. - - -	05/05/2012	11:27	pm	SF_Taxi_Cab	381		SF Taxi Cab, red and gold, sedan	No	Bush and Polk	Union Square area
1118661	5/6/12 10:37 AM	GETTING LOST, AND INSTEAD OF ASKING US, WHICH WAY TO GO, WHICH ISN'T OUR RESPONSIBILITY TO KNOW--HE ENDED UP LOST. THEN WE HAD TO FIGURE OUT HOW TO GET TO OUR DESTINATION ON OUR OWN, WHICH WAS DIFFICULT, BECAUSE WE WERN'T FAMILIAR WITH THE AREA BECAUSE HE WAS LOST. HE COULD HAVE EASILY TAKEN A MUCH SIMPLER ROUTE THAT'S PRETTY WELL KNOWN, AND LOT FASTER. BY THE TIME WE GOT TO OUR DESTINATION, OUR CAB RIDE WAS A LOT MORE EXPENSIVE THAN IT SHOULD HAVE BEEN, BECAUSE HE'D GOTTEN LOST AND WE HAD TO TAKE AN ALTERNATE ROUTE THAT TOOK MUCH LONGERS. AND WHEN WE TOLD HIM IT WASN'T OUR RESPONSIBILITY TO GIVE HIM DIRECTIONS, OR THAT HE GOT LOST, OR TO PAY SUCH AN EXPENSIVE FARE, HE WAS VERY RUDE. HE DIDNT' APOLOGIZE. HE WASNT' HELPFUL. HE SAID, IT' WAS OUR RESPONSIBILITY TO PAY HIM. IT COST \$43.16. HE SAID, IT'S OKAY TO PAY R40, HE GUESSED. THEN i ASKED HIM FOR HIS CAB NUMBER, AND HE SCREAMED IT AT ME. AND I ASKED HIM FOR PHONE NUMBER OF CAB COMPANY, AND HE SCREAMED &quot;I DON'T KNOW.&quot;; We got out of the cab, but he sped away pretty - - - n/a	05/06/2012	02:30	am	Arrow_Cab	735		red cab. arrow checker cab	No	filmore (in the marina, around lombard)	50 chumas ero
1118964	5/6/12 10:13 PM	The driver had a plastic bag over credit card machine. We asked if we could use the machine or was it broken? He said the machine was not broken and that we still could not use a credit card. He did not want to take credit cards. - - - n/a	05/06/2012	10:10	pm	Yellow_Cab_Co_op	705		Yellow Cab	Yes	299 Valencia St	Californ ia and Polk

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1119128	5/7/12 9:04 AM	I was riding my bike in the bike lane on north point, green light walk sign and I was in the middle of the bike lane, she was wavering and stopping and I was aware of her. She oblivious to three bikers in the bike lane. She did not use her blinker and all of a sudden made a right hand turn and the three cyclist almost crashed into her. She came after me and another biker and started cussing and took pictures. - - -	05/07/2012	09:00	am	Arrow_Cab	386		prius	No	North point and Taylor	n/a
1119404	5/7/12 12:13 PM	SEE BELOW -- PATRON STATES THAT HE WAS WAITING AT PIER 39, PATRON STATES THAT THE TAXI DRIVER ROLLED DOWN HIS WINDOW AND ASKED PATRON WHERE HE WAS GOING AND PATRON STATED HE WAS GOING TO TWIN PEAKS PATRON STATES THAT THE CAB DRIVER RESPONDED THAT IS TOO FAR, PATRON STATES HE SAID TO THE THAT IS ILLEGAL AND TOLD THE CAB DRIVER THAT HE NEEDED TO WAIT WHILE HE CONTACTED THE POLICE, PATRON STATES HE HAD HIS HAND IN THE WINDOW AND SAID I AM NOT MOVING YOU ARE GOING TO WAIT HERE FOR THE POLICE, PATRON STATES THAT THE DRIVER KEPT INCHING THE CAB FORWARD AND THEN DROVE OFF. PLEASE CONTACT CUSTOMER. - - -	05/05/2012	11:35	pm	Yellow_Cab_Co_op	1056			No	PIER 39	
1119440	5/7/12 12:44 PM	Reckless driving. I was driving up Larkin St, and stopped at green light to make a right on Eddy St, as pedestrians were crossing the street the cab driver was behind me and starting honking the horn. He drove around me and flipped me off, and screamed at me, and continued to honk. I was doing the right thing, they should be patient. He was very mad, I was giving people time to proceed and cross the intersection. -- Driving up Larkin St, and stopped at green light to make a right, as pedestrians were crossing the street. The cab driver was behind me and starting honking the horn. He drove around me and flipped me off, and screamed at me, and continued to honk. I was doing the right thing, they should be patient. He was very mad, I was giving people time to proceed and cross the intersection. - - -	05/05/2012	05:10	pm	Green_Cab	1252		Green	No	Larkin & Eddy St	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1119657	5/7/12 4:41 PM	Customer had a 4lb dog on a leash that was very clean. She was already waiting 30 minutes for a cab and when it came by the taxi driver was talking on his cell phone in his native language. When he saw the dog he said "No, no, no, you have a dog. Get out of the taxi." Customer takes taxis frequently with her dog and has never had a problem. She knows the rules and that a taxi driver has to have a doctors note stating he's allergic to animals in order to refuse the fare. - - -	05/07/2012	04:29	pm	Luxor_Cab	118		Luxor Prias	No	3562 17th ST	NA
1119814	5/7/12 7:54 PM	driver very rude and discourteous -- medallion # 61898-there was not any other identifying things in the cab letting one know who driver was or where he worked or anything got into cab and driver said its a cash only cab,I told him where I'm going and was telling him what the best way would be to get to my destination and driver just kept screaming at me and would not stop screaming at me. I finally asked him if he would just quit talking but he would not and kept the screaming up to the point that I actually got out at a different address before mine. It was intimidating and very frustrating and not a good ride. - - -	05/07/2012	07:45	pm				yellow colored cab	No	on 4th between folsom and harrison	waller between n scott pierce st.
1119845	5/7/12 9:36 PM	Customer called to report that "the driver of the cab did not have his identification card displayed in the cab" - - - Customer called to report the issue.	05/07/2012	09:33	pm	SF_Taxi_Cab	1359	9999	White Creme	No	Market & Church	Green & Laguna
1119939	5/8/12 8:19 AM	Patron states, "When we got out of the cab the rate was \$31.55, the driver told me he needed the \$5.00 to get back across the bridge which I gave him in cash. When the credit card transaction was complete I was charged \$31.55 for the fare and an additional \$31.55 as the tip. I was going to give the driver a cash tip and did not want to charge the tip, I also did not want to give him a \$31.55 tip either. When I brought the error to the drivers attention he said there was nothing that he could do about it and that it was my computer error. He told me that he could not cancel the transaction or do anything about it. When the signature receipt was printed out he said I had to sign it but he highlighted the \$31.55 tip and scribbled something next to it, and then had me sign the receipt." - - -	05/05/2012	03:05	am	Luxor_Cab	0973	901601	Prius, white,	No	North Beach	Berkeley, CA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1120026	5/8/12 9:32 AM	Caller stated: Driver was outside of the cab and when I tried to open to get on the cab....Driver said ...&quot;take the 2nd cab meaning the next cab.&quot; Driver was sitting and talking with another cab driver who is sitting on the 3rd space of the taxi line. - - -	05/08/2012	09:15	am	DeSoto_Cab	1320		Blue Toyota Prius	No	In front of Hyatt Regency ....Drum m street ...taxi stand	
1120230	5/8/12 12:54 PM	I got into the cab at SF General Hospital and he asked if this was a scrip ride. I said no. He then asked if I had the money because if I did I'd have to show him. He said that he would have to see the money before he give me a ride otherwise I would have to get out ot the cab. I told him that he couldn't do that and he got out of the car and treated to kick my behind. He eventually left and I took another cab from a different company. - - -	05/08/2012	12:00	pm	Luxor_Cab	351		TOYOTA PRIUS	No	SF GENERAL HOSPITAL	N/A
1120540	5/8/12 7:50 PM	driver refused to accept patron with service animal - - -	05/08/2012	07:40	pm	Yellow_Cab_Co_op	498		yellow SUV	No	Folsom between 4th and 5th	
1121080	5/9/12 2:53 PM	per caller, &quot;after arriving at 19th and Irving - I tried to pay using Paratransit, then told me there was no place to park, so he took me to 20th & Irving. Then also didn't stop the meter so it was an increase of \$1.00 to go the extra block = \$1.40 Then he did take the Paratransit but charged me extra \$1.40 - - -	05/09/2012	02:30	pm	Comfort_Cab	2131		Yellow	No	Around 3145 Geary	19th and Irving
1121097	5/9/12 3:12 PM	Passenger had called yellow cab and when the taxi arrived to collect passengers it speed off when driver saw who was coming. Passenger brother waiting for the cab and when the taxi pulled up intending passenger with her kids walked to the taxi and the yellow cab 211 speed away. - - - caller believes this is discrimination.	05/09/2012	02:40	pm	Yellow_Cab_Co_op	211		Yellow	No	Yellow	Did not Get passengers

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1121103	5/9/12 3:19 PM	Passenger had called yellow cab and when the taxi arrived to collect passengers it speed off when driver saw who was coming. Passenger brother waiting for the cab and when the taxi pulled up intending passenger with her kids walked to the taxi and the yellow cab 9011 speed away. - - - caller believes this is discrimination.	05/09/2012	03:00	pm	Yellow_Cab_Co_op	9011		Yellow cab	Yes	895 Geary	Did not get
1121105	5/9/12 3:21 PM	Passenger had called yellow cab and when the taxi arrived to collect passengers it speed off when driver saw who was coming. Passenger brother waiting for the cab and when the taxi pulled up intending passenger with her kids walked to the taxi and the American cab 352 speed away. - - - Caller believes this is discrimination.	05/09/2012	02:50	am	American_Cab	352		An American Taxi	No	895 Geary	Did not take fare
1121109	5/9/12 3:23 PM	driver took patron in opposite direction of destination - - - When patron called driver on failure to comply driver told patron to get out of cab and left her in middle of chinatown	05/09/2012	03:20	pm	Arrow_Cab	2013		Arrow Cab Company vehicle whole inside was gutted	No	Battery and Green	Stockton and Broadway
1121344	5/9/12 10:58 PM	Customer states that "when I reach to the destination, I asked him if he accepts credit card and he made a visible sigh and expressed his regrets and asked me to pay cash which I did paid him cash but I asked for his cab number because every cab driver has the same transaction. I only use company credit card and I have to pay out of pocket to pay this people." - - -	05/09/2012	10:53	pm		991		4 door, compact, yellow, sedan	No	Pier 39	333 Ofarrell
1121376	5/10/12 6:41 AM	Citizen complained that the cab was parked ifo a driveway and would not move. A friend in a car was leaving for work, and when he honked the horn because the cab was in the driveway blocking him in, the cab driver gave him the finger. At the second honking the cab driver used obscenity, the f word. When the citizen honked the horn the third time, the cab driver got out of the cab and words were exchanged with the citizen. The citizen told the cab driver that he had to leave for work now and the cab would have to move because he was going to be late for work. The cab driver threw his hands up in the air, used another obscenity, then sat in the cab for a few seconds longer, then moved the cab a couple of feet over to another driveway. - - -	05/10/2012	06:27	am	Yellow_Cab_Co_op	2734		Yellow Cab	No	Castro and 22nd St	

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1121891	5/10/12 7:42 PM	see below - - - Customer is complaining about Aarow cab driver not wearing his seatbelt while driving. He also sat very far away from the steering wheel and only operated with his left hand. He didn't signal when making turns.	05/10/2012	07:40	pm	Arrow_Cab	1184	0000	Aarow Cab 1184	No	Caltrain	Folsom and 8th Street
1122614	5/11/12 6:31 PM	attached to the passenger's seat in the back there is a little video player that has newsfeed and weather feed on it, like a little tv. it is in the way of the driver's line of sight and also in the way of the passenger because they cant see whats coming up in front of us. I cant see whats coming. I cant see the meter either. The driver has complained about it but no one has done anything. Its very unsafe for the driver and they are in all the luxor cabs now. - - - na	05/11/2012	06:33	pm	Luxor_Cab	151		luxor cab, sedan	No	na	na
1122697	5/11/12 11:14 PM	Rude and insulting driver -- Patron asked the driver to drive past California and Hyde. The bar was full so she asked the driver to driver past a second bar on California between Larkin and Polk. She then told the driver she'd like to drive past one more place where her friend works and she offered to tip the driver. The driver begin yelling that he wasn't going to stop. He was incredibly insulting and rude. She never asked him to stop. She didn't see my friend, who works outside as a bouncer, so she asked the driver to take her back to California and Hyde. She paid by credit card and did not tip the driver. The driver responded by telling her he didn't want her tip. He was a total jerk and should not be driving a cab anywhere!! - - -	05/11/2012	10:55	pm	Royal_Cab		21		No	450 Post	Californ ia and Hyde



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1122710	5/12/12 1:48 AM	Driver refused to take patron to his destination. -- Patron hailed a cab a requested the driver take him to &quot;15th and Taraval&quot;. The driver told him &quot;No, I can't do that&quot;. Patron told the driver &quot;If you can't take me there can you take me to your companys headquarters and &quot;they&quot; can take me from there?&quot;. The driver became angry and rude and begin requesting him to get out of the cab. The driver then took the patron somewhere on Harrison near and parking lot and came out of the cab opened his door and tried to unbuckle him. The driver begin physically pulling the patron out of the cab. He tried several times to physically pull the patron out of the cab. The patron thought he was at the Cab headquarters and he got out of the cab and he noticed there was a SFPD officer parked near by. The patron when over and tried to get Officer #2461 involved with the situation but the officer told him that she was in the middle of an arrest and he was interfering with police matters. The cab driver drove away while the patron with trying to report this matter to the Police officer! The patron was left stranded on Harrison and had to hail another cab to get home!! - - -	05/12/2012	01:00	am	Royal_Cab		62987	Town car/sedan	No	1 Nob Hill	15th Ave and Taraval
1123088	5/12/12 7:36 PM	Patron states, I called Luxor Cab at 6:30pm to have a cab sent to my location. After some time passed I called them back to change the location to a different address because the location of where I was at was closing. The person I was talking to got irrate with me and said that he already had a cab there. I was sitting near the window and I could see if a cab had pulled up or not. No cab ever came by so I then called Yellow Cab and I have been waiting twenty minutes and I still havent been able to get a cab. - - -	05/12/2012	06:30	pm	Luxor_Cab	9999		n/a	Yes	2645 ocean ave	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1123828	5/14/12 10:11 AM	Patron stated that this taxi driver was driving fast like no tomorrow. He was going 100 mph on 380. After the 380 onto 280, there was traffic, and he started honking at cars, weaving in and out between cars, and also driving on the shoulder of the road. When we got onto the residential streets, he was going about 45 mph and did not stop at the stop signs. The taxi was still rolling as I was paying him and he almost ran over my foot. This driver should not be in this business. I survived the plane ride, but the way this driver was driving, he would have killed us. The driver of this cab did not seem to be the same driver that was displayed on the dash of the cab. - - -	05/10/2012	06:05	pm	SF_Super_Cab	1339		Royal Cab, SUV type taxi	No	SFO	Daly City
1123867	5/14/12 10:51 AM	Customer states: I am disabled and walk slow. The cab driver turned on his meter before I even step off the curb! When I told him he should not turn meter on before I get into the cab, he closed the door and took off without me. Thank you. - - - See above.	05/14/2012	10:40	am	Luxor_Cab	1018		Luxor Cab	Yes	900 Hyde St	Polk/Union
1124110	5/14/12 2:41 PM	see details below - - - Patron said driver almost seemed asleep was swerving in fast lane and would veer off to right lane and then veer to shoulder and would shake himself as if to wake himself up	05/14/2012	02:00	pm	Bay_Cab	288		Prius	No	SFO United Terminal	Fishermans Wharf Holiday Inn Hotel

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1124167	5/14/12 3:47 PM	Patron states, "I'm a tourist from Florida and after dinner we were on O'Farrell, in the 300 block, picked up a taxi and we were heading to our hotel at the Sheraton in Fisherman's Warf. Now I expected the driver to go ti Powell 2 blocks away and go straight on Powell because the hotel is at Powell and beach. Instead he past Powell and went all the way down to the end on Market St at the water and then we went around the embarcadero and came across it. When he past Powell, he didn't make a left hand turn and I asked are you sure where we are going? He said ya. When we got to embarcadero, I didn't have much to challenge him because I didn't know the area, so the next morning I asked concierge, if I go from union square to hotel what's the best way and, he said up Powell. So instead of costing about \$10 fare, it cost a little over \$15. \$5 is not a big amount but basically it's a question of ethics. From all I know, maybe Powell is bad Street with traffic but on a Sunday night? I was hard-pressed to believe that . Either he really didn't know where the Sheraton was, or there was another possibility, he was thinking its \$10, I could go a little more. It wasn't anything major bad, it was still bad ethics." - - -	05/13/2012	08:30	pm	Luxor_Cab	81		Luxor Cab	No	300 block of O'Farrell St	Sherato n at Powell and Beach St
1124211	5/14/12 4:33 PM	Taxi driver refused to take credit card as payment. Customer told driver he had to use credit card for reimbursment from his company and the driver still refused. Customer paid cash and asked for a reciept but the driver had an attitude. The customer just paid cash, did not get a reciept but took down the cab number to file the complaint. - - -	05/14/2012	04:05	pm	Bay_Cab	562		Bay Cab	No	SFO	Highcre st and Northcr est in South San francisc o

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1124212	5/14/12 4:33 PM	Refused credit card payment. - - - Patron states "We gave him a credit card when he pulled up to the door, the drive said "no" and we thought that he wanted a Visa or Master Card because we handed him an American Express. Then we handed him another card and he said "no, cash only." We tried to explain to him we needed to pay with a credit card because it was a business expense and driver insisted that we pay in cash. We asked why wont you take the credit card? And he just replied "cash". Luckily we had enough cash to pa. We told him we needed a receipt and he gave us a homemade, photo copied stub with just the total. "	05/14/2012	04:20	pm	Fog_City_Cab	562		White sedan, Camery Hybrid	No	SFO	Highcrest and Northcrest
1124314	5/14/12 6:55 PM	driver refused credit card - - - Driver wanted cash and refused to accept credit card even though cab says they accept credit cards	05/14/2012	06:40	pm		1025		red white and blue Prius	No	SFO	Le Meridien Hotel on Battery

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1124576	5/15/12 9:23 AM	taxi driver refused fare - - - patron stated,I hailed a cab at the intersection of Taylor and ofarrell to take me a few blocks to my destination,I Had flagged down the next cab which was in line,when the cab pulled up the driver asked me where was I going,when I told him of mt destination,he refused to take me and told me to get another cab,I told him he was supposed to take me or else I was going to report him,but he acted like he didn't care if I did,so thats what I'm doing.	05/15/2012	09:20	am	Arrow_Cab	1088	000000	red and white	No	Taylor and ofarrell	n/a.
1124952	5/15/12 3:59 PM	Patron states, "I called for Yellow Cab at 2:52pm and the taxi just came at 3:50pm. When I called dispatch to ask why it took so long, they gave me an attitude. They told me that there will be one in 10mins so I waited 10-15mins patiently and I then called again and they gave me attitude again. I don't know what the problem is. I think it's because they don't like to pick up people from this area, in the projects." - - -	05/15/2012	02:52	pm	Yellow_Cab_Co_op				Yes	1315 Ellis St	California/Hyde St

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1125145	5/15/12 7:37 PM	Cursing at a driver of another car - - - Rwsident states a lady driver cut the cab off and he act as if he was going to get out of his car and hurt her. Resident states the driver began calling her names and hanging out of his window threatening her while still driving	05/15/2012	07:30	pm	Luxor_Cab				No		
1125150	5/15/12 7:54 PM	driver was on the phone when i got in the cab and stayed on the phone the entire time i was in the cab - - -	05/15/2012	07:50	pm	Arrow_Cab		65044	arrow cab, yellow & red		w hotel	16th st & guerrero
1125205	5/16/12 5:26 AM	DISCOURTEOUS AND UNSAFE DRIVING - - - PER PATRON - DURING THE RIDE TO THE AIRPORT, THE DRIVER WAS SPEAKING ON HIS CELL PHONE THE ENTIRE TRIP (MOST OF THE TIME ONLY 1 HAND ON THE STERING WHEEL - THERE WERE MOMENTS WHEN HE HAD NO HANDS ON THE STERING WHEEL) HE ALSO DEMANDED A 15% TIP UPON ARRIVAL AT DESTINATION.	05/15/2012	11:00	am		623	9999	YELLOW	No	HOTEL NIKO	TERMINAL 2 - AIRPORT
1125205	5/16/12 5:26 AM	DISCOURTEOUS AND UNSAFE DRIVING -- PER PATRON - DURING THE RIDE TO THE AIRPORT, THE DRIVER WAS SPEAKING ON HIS CELL PHONE THE ENTIRE TRIP (MOST OF THE TIME ONLY 1 HAND ON THE STERING WHEEL - THERE WERE MOMENTS WHEN HE HAD NO HANDS ON THE STERING WHEEL) HE ALSO DEMANDED A 15% TIP UPON ARRIVAL AT DESTINATION. - - -	05/15/2012	11:00	am		623	9999	YELLOW	No	HOTEL NIKO	TERMINAL 2 - AIRPORT
1125324	5/16/12 9:47 AM	Hung Up in face - - - "I called the cab and no one was helping me they had very bad customer services then they hung up on me."	05/16/2012	09:30	am	Yellow_Cab_Co_op	9999	9999	Yellow Cabb		Balboa Bart Station	
1125486	5/16/12 12:49 PM	The taxi driver was trying to over charge me \$2 and said it was a City charge. I take the taxi all the time so I knew it wasn't true. I argued with him and he said, "fine, I won't charge you." - - -	05/16/2012	12:10	pm	Town_Taxi_Cab	1390		Town Taxi	No	2100 Webster St	Milbrae Bart Station

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXST ART	TXTE ND
1125662	5/16/12 3:10 PM	Hotel Lobby Ambassador states, "This driver is sitting in front of hotel and is refusing to pick up hotel guests unless they are traveling to the airport. Taxi company Gold Star, medallion # 9025." - - - Taxi complaint from Hotel Whitcomb.	05/16/2012	03:10	pm	Gold_Star_Cab	9025		Gold Star Cab. White, blue. Ford Van			
1125888	5/16/12 9:16 PM	Caller stated that when the driver stopped he had the light on meaning he was available, and he asked her where she was going, she told him that she will told him that she will tell him where she was going once she got inside the car, and he told her that he was on his way to another run and took off. - - - n/a	05/16/2012	09:06	pm	Town_Taxi_Cab	0430	999999	n/a	No	10th st and harrison	n/a
1125892	5/16/12 9:28 PM	Threw a lot of garbage in the street - - - Resident states she wanted the Taxi Commission to know how cab driver disrespect San Francisco	05/16/2012	09:28	pm	Luxor_Cab	314			No		
1126081	5/17/12 10:21 AM	Driver refused fare. -- Patron states "The Driver stopped the cab in the middle of the street and asked "Where are you going?" I replied "What does it matter? The Driver then rolled up his window and rolled away. - - -	05/16/2012	06:10	pm	Fog_City_Cab	1183	9999		No	Embarcadero Hyatt	
1126393	5/17/12 4:48 PM	I just got picked up by Yellow Cab at San Francisco Airport. First of all I think she overcharged me by about \$30. Then she said she didn't take any cards so she made me get out at an ATM not even at the hotel, it was across the street from the hotel. Then she took off while one of my bags was still in the cab, I really need that back there are \$3000 to \$4000 worth of goods in there. -- I just got picked up by Yellow Cab at San Francisco Airport. First of all I think she overcharged me by about \$30. Then she said she didn't take any cards so she made me get out at an ATM not even at the hotel, it was across the street from the hotel. Then she took off while one of my bags was still in the cab, I really need that back there are \$3000 to \$4000 worth of goods in there. - - -	05/17/2012	02:53	pm	Yellow_Cab_Co_op	383	99999	Yellow Cab belives the cab # is 383, not 100% sure, sedan shape	No	SFO	Palace Hotel
1126420	5/17/12 5:41 PM	Patron stated that he told the driver that he told the driver he wanted to use a credit card and the driver told him that he told him he only take cash, but there are stickers showing the credit cards they take, the driver started given excuses to the caller the sometimes the machines does not work and then told him that the credit company charges them 5% and finally the driver took a credit card telling the driver that he will do it just one time for him. - - - n/a	05/17/2012	05:42	pm	Yellow_Cab_Co_op	1293	99999	yellow	No	union s. area	post and van ness

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1126449	5/17/12 6:45 PM	patron stated that the driver was texting while driver, the caller asked him politely to stop texting and the drive told him it you don't like my drier get out of my cab, the pull over at church and 18th and the caller had to get out. - - - n/a	05/17/2012	06:43	pm	Arrow_Cab	1267	999999	n/a	No	castro and 18t	18th st and church
1126907	5/18/12 1:33 PM	Motorist states: I was driving southbound on Mason St., making left on Eddy St onto 5th St then cross over Market St. This taxi driver was driving between 2 lanes on Mason St. I was trying to pass him. When he realized I was trying to pass him, he made it even more difficult for me. When I finally passed him, he rolled down his window and started to swear by calling me names. When the light changed at Market St., he sped ahead of me, swirling in and out of the lane so I couldn't pass him! He turned at Folsom St and finally got out of my way. This is a reckless, dangerous and rude cab driver! Thank you. - - - Motorist states: I have also called Yellow Cab to complain about his, and they have confirmed the description of the cab driver for me. Thank you.	05/18/2012	12:20	pm	Yellow_Cab_Co_op	1310		Yellow Cab	No	na	na
1126964	5/18/12 2:38 PM	Customer stated the cabbie was watching his radio on his I phone he was holding the I phone in his right hand while driving maybe watching show or something make him distract from his driving customer told the cabbie that he was in hurry the cabbie told the customer that he can not fly it was totally unsafe to in the cab with him. - - -	05/18/2012	07:30	am	Town_Taxi_Cab	58		n/a	No	Hilton Hotel Union Square	Golden Gate Bridge
1127005	5/18/12 3:00 PM	Customer stated: The cabbie asked us if we have money on our paratransit card the cabbie ask if we paying cash or paratransit when we told him that we have a paratransit card the cabbie right of way asked if we have money on the card the customer show the cabbie the card and told him I have \$72 dollars on the card the cabbie & customer end up in argument all the way home. - - -	05/18/2012	02:50	pm	Luxor_Cab	1192		Ford Escape SUV	No	18th Street & Castro	241 6th Street
1127271	5/18/12 11:22 PM	Refused fare -- Patron stated that, "I was waiting in line at Caltrain station for a taxi. When it was my turn, I went to the back door of Bay Cab #2925 and the back door was locked. I went to the front window and the driver told me "My credit card machine is not working". I told him "I'm not paying with a credit card I'm paying cash". He then asked me "Where are you going?", I told him "I'm going to the Sunset" he said, "I don't go to the Sunset" and he pulled forward!" - - -	05/18/2012	11:20	pm	Bay_Cab	2925		Possibly Crown Victoria	No	Cattrain	



## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1127286	5/19/12 1:59 AM	Customer stated that "the customer was picked up the cab at the starting destination (Union & Fillmore) and the customer told the driver that the final destination for the customer was near West Portal Station and the driver refused to take the customer then the driver talked with a SF police Officer and the officer told the driver that he had to take the customer to the customers destination (West Portal)" ; customer told me that "the driver then drove the customer to the destination (California & Fillmore) the customer got out of the cab and not at the West Portal location and then the customer had to get another cab" ; customer had to sit over 20 minutes in the cab and was very disguntled by the whole issue" ; - - - Customer called to file the report.	05/19/2012	01:30	am		999	735	White, Non SUV, 4 Door, Trunk, Honda	No	Union & Fillmore	California & Fillmore
1127549	5/19/12 1:50 PM	patron believes he was threatened see details below -- Patron said he was either trying to fight patron or have sex with him Basically he said he would see me after work and fuck me. Patron couldn't tell what exactly driver meant but it was a pretty hostile threat. Driver was upset because patron took another cab instead of waiting for driver to finish with another patron. Driver then started yelling at patron and that's when altercation started - - -	05/19/2012	01:40	pm	Veterans_Cab	224		SUV red with white lettering and green could be a Ford Escape	No	3rd and Howard	3rd and Howard
1127660	5/19/12 6:46 PM	I was at Pier 39 and waited for 30 minutes for a cab and when the cab pulled up to drop people off he then asked me where we were going. I said to the Ritz Carlton. His response was that we had to share the cab with other people. I said no, we want our own cab. He then said he was only dropping off and not picking up and he also cursed at us in front of my family and kids. He then picke up another family behind us and called me more names. - - - Lisence plate #8V23814	05/19/2012	06:49	pm	Yellow_Cab_Co_op	277		Yellow cab van	No	Pier 39	
1127676	5/19/12 7:40 PM	The driver I had was fishtailing, squeling the tires multiple times, I almost hit multiple cars, excelerate after each stop, honked at multiple people and they were not doing anything wrong. He then bypassed out stop. I was fearful for my life. - - - Seems like there was something wrong with the driver.	05/19/2012	07:38	pm	American_Cab	2233		American Cab	No	Pier 39	Carl and Parnassus

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1127738	5/20/12 7:53 AM	The driver picked me up from downtown, and he couldnt figure out where to go, he was yelling at me the whole time about how it was going to take him 4 hours to get back downtown. He tried to drop me off on the street corner when he couldnt figure out how to get around the marathon, somewhere around Alamo Square. I cant believe there are cab drivers that can not figure - - -	05/19/2012	07:15	am	Yellow_Cab_Co_op	689		Ford Explorer	No	5th & Ellis St (Hotel Fusion)	SFO
1127852	5/20/12 12:09 PM	Caller states I want to complain that a taxi driver refused service. He was sitting first in line at the Sheraton Palace Hotel and he told the passengers he would not take them to the ball park because he was trying to get an airport ride - - -	05/20/2012	12:00	pm	Royal_Cab	1163	9999	Red & Brown	No	n/a	n/a
1128022	5/20/12 8:36 PM	Patron states, the Taxi Cab driver had the small light turned on saying the cab was available. the driver had noboby in the cab, but the driver refused to pick us up. we even told the driver that he was violating a Taxi Code and the driver replied, "I know what I'm doing, Fuck Off!" - - -	05/20/2012	08:30	pm	Town_Taxi_Cab	431		n/a		Hayes	Gough
1128042	5/20/12 9:21 PM	reckless driving and rude behavior see details below -- Patron said that driver was driving too fast, swerved around another vehicle, was swearing and screaming at driver of other vehicle and driving scary and deliberately intimidating with girls - - -	05/20/2012	08:45	pm	Yellow_Cab_Co_op	1023			No	Haight between Steiner and Fillmore	Folsom and 7th
1128120	5/21/12 6:55 AM	I called Luxor, cab #954 came at 6:23 AM, but the cab was too small. I called Luxor back and cab #952 came at 6:36 AM but the taxi driver was on his cell phone and just drove by. I was out in the middle of the street but the driver did not stop. I called Luxor back and cab #1096 came but it was too small, and the driver and I started arguing. I called Luxor again and I am still waiting for a cab. - - -	05/21/2012	06:36	am	Luxor_Cab	952		Luxor cabs	Yes	76 Dakota St	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1128568	5/21/12 1:40 PM	Caller called to file a complaint in regards to the Green Cab Driver. The caller stated that she got out of the Hilton hotel and hopped into an Arrow Cab. The caller stated that a Green Cab driver got out of his cab and walked towards the Arrow Cab driver and started yelling at him for allegedly stealing his customer. The caller stated that the Green Cab Driver called her a racist since she told the cab driver she doesn't like Green Cab. - - -	05/21/2012	01:35	pm	Green_Cab	1106		Green Cab	No	Kearny and Washington	n/a
1128831	5/21/12 5:51 PM	Customer states that "all that bothered me is that he was in his phone from Chestnut and Fillmore to Northpoint and Stockton and he was holding his phone with his hand. He didn't have a headset. The driver made an illegal left turn at Lombard and Fillmore where he's not supposed to. I did acknowledge and talked to him about him being on his cell phone and he said "sorry" and I said, "You shouldn't be sorry, that he shouldn't be driving in his cell phone in his hand while driving". I also said, "If you want to endanger your life it's ok but you shouldn't endanger others." And he continued talking on his phone. - - -	05/21/2012	05:45	pm	Yellow_Cab_Co_op	371		sedan, yellow in color, yellow cab company	No	Chestnut and Fillmore	Northpoint and Stockton
1129747	5/22/12 7:41 PM	driver littering - - - taxi driver was littering out the window looked like pack of gum or gum wrapper	05/22/2012	07:10	pm	Yellow_Cab_Co_op	563		Toyota sedan	No	SFO	Marina District
1130135	5/23/12 11:29 AM	Driver refused to pick up elderly couple, including male using a walker. -- Patron states "A lady standing in front of 490 Post Street. I saw she was having problem flagging down a cab. One taxi drove by, I flagged her, he stopped. I told the Driver the lady was waiting for a patient with a walker who was coming out of the building at that time. He took off. I think it was an Arro cab, but I'm not sure.">	05/23/2012	11:25	am	Arrow_Cab	193	999999	n/a	No	490 Post St	n/a
1130246	5/23/12 1:01 PM	Another taxi driver reports that Metro cab driver refused a credit card fare and told customer to get in taxi behind him at the taxi stand. When the customer told the taxi driver what happened the driver approached the Metro driver and told him he had to take the fare or get out of line. The Metro driver told him "I'm not going anywhere, you can call MTA to make a complaint.">	05/23/2012	12:55	pm	Metro_Cab	635	74352	Metro Cab	No	Cab Stand at 5 California St	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1130277	5/23/12 1:20 PM	driver was rude and very unprofessional -- the driver was very rude to me,I got in his cab at the westin st Francis hotel and asked the driver to take me to market and Montgomery street,the driver then said you only want to ride for 2 blocks,but I told him it was more that 2 blocks,after we arrived at the destination the fare was around 8 dollars,so I pulled out my credit card to make the payment,the driver than made a statement to me stating that he wanted to be paid in cash and he asked me,you don't have 8 dollars,I told him I only had a hundred dollar bill,he then started talking very harshly to me and we went back and forth for a moment,I told him I didn't like the way he was talking to me and told him I was going to call in and file a complaint,he told me he didn't care,he then told me he would except my credit card payment,after making my payment I asked him for his cab number and he told me to get it when I exited his cab,so I got the number when I got out. - - -	05/23/2012	11:50	am	Yellow_Cab_Co_op	1063	000000	ford SUV	No	westin st Francis	Montgomery and market
1130324	5/23/12 2:05 PM	driver drove away with trunk open, passenger door open and i passenger still loading trunk. -- there was 3 of us with bags and luggage. The first 2 put some bags in the trunk of cab and then got in cab and I proceeded to load all remaining bags and luggage. The trunk was open, passenger door was open and the driver just took off. I had to yell at him to wait and he finally stopped but this was a safety hazard to myself as well as the passengers. Driver was rude and did not apologize. Very uncomfortable situation. - - -	05/23/2012	08:45	pm	Yellow_Cab_Co_op	1152		yellow SUV	No	Geary and Keary	Gheride lli Square
1130539	5/23/12 6:02 PM	Customer paid \$8 for a \$6.25 fare including tip. The driver became very angry and refused to drop them to the front of the hotel. They asked for help with their bags and was told to "Go fuck yourself". When the customer threatened to complain the driver said "Kiss my ass." - - -	05/23/2012	05:10	pm	Fog_City_Cab	1183		Green	No	MARRIOT MARQUEE	JW MARRIOT

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1130945	5/24/12 12:15 PM	CUSTOMER STATES THAT SHE ENTERED INTO A CAB AND TOLD THE DRIVER THAT SHE WANTED TO GO TO THE WHITCOMB HOTEL. THE DRIVER SAID OKAY. CUSTOMER STATES THAT SHE ASKED THE DRIVER IF HE COULD PULL OVER REALLY FAST SO THAT SHE CAN GET A CRAB FROM ONE OF THE STREET VENDORS AND HE AGREED. CUSTOMER STATES THAT SHE GOT OUT OF THE CAB AND WENT TO GET THE CRAB AND WHEN SHE CAME BACK THE DRIVER WAS GONE. -- CUSTOMER STATES THAT SHE ENTERED INTO A CAB AND TOLD THE DRIVER THAT SHE WANTED TO GO TO THE WHITCOMB HOTEL. THE DRIVER SAID OKAY. CUSTOMER STATES THAT SHE ASKED THE DRIVER IF HE COULD PULL OVER REALLY FAST SO THAT SHE CAN GET A CRAB FROM ONE OF THE STREET VENDORS AND HE AGREED. CUSTOMER STATES THAT SHE GOT OUT OF THE CAB AND WENT TO GET THE CRAB AND WHEN SHE CAME BACK THE DRIVER WAS GONE. ---	05/23/2012	04:00	pm	Green_Cab	9999	9999	GREEN CAB	No	JEFFERS ON STREET	JEFFER SON STREE T / WHITC OMB HOTEL
1131184	5/24/12 4:14 PM	Hit and Run - - Patron states "I was stopped at the red light, southbound on Powell, at the intersection at Powell and Clay, I was in the #1 lane and the taxi driver was alongside me, the next light at Sacramento the lane turns into one lane, my lane. So what happen was, the light turned green and I proceed forward, the driver side swiped my car, and looked at me in my review mirror and shook his head as if to say "Fyou". Then he turned westbound onto Sacramento at a pretty high rate of speed, he tried to do a hit and run, but I followed him and he turned into the Mark Hopkins and it looked like he let out passengers. I parked my car and walked towards him. It is demeanor is why I'm doing this more than anything. I told him there is two ways of doing this, I can call the cops, or we can just exchange information, if you run I have your license plate. The driver said "your fing lying, I didn't fing hit you, go f yourself." There was a guy who pulled up who saw the whole thing and said "that cab driver was driving recklessly, hit you and drive off, and I'm a witness". At that point the driver he apologized and exchanged his information." If demeanor that came off at first s unprofessional and I couldn't believe it; hit and run, driving recklessly." - - -	05/23/2012	04:30	pm	Yellow_Cab_Co _op	240	999999	Ford Escape Lic#32230C1	No	Powell and Clay	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1131208	5/24/12 4:29 PM	Patron states that the taxi driver went all the way up california to the mark hopkins and began to weave back down to downtown i had told him 2 blocks into the ride i have the mapquest directions i think youre going the wrong way he said oh no no no i have to go this way because i would have to go around the block to go down montgomery. I knew it was not the way to go. It took a half an hour for 1.6 miles on mapquest which should have taken about 10 minutes. He also went by where they were doing some construction with a lot of traffic that has been going on for a while. I believe he did it so that he could sit in traffic and let the fare build up. - - - n/a	05/21/2012	09:00	am				green and white, sedan, said Eco-Taxi on the side of the cab	No	500 california	185 south berry
1131277	5/24/12 5:58 PM	Customer states the taxi driver was driving unsafe. Almost as if he ustomer asked the driver why he was driving crazy and the driver said because he waited 2 hours for a fare and the customer is only gong to Burlingame. Customer is sure the driver will end up exploding and taking out on the next customer and possibly get into an accident. The way the driver was drivng actually warranted a call to 911. He needs to be talked to or evaluated because there could have easily been an accident. What if this same driver gets a fare where there are kids involved? - - - Lic Plate #8Z98156	05/24/2012	05:20	pm	Luxor_Cab	379		Prius		SFO	Burling ame
1131329	5/24/12 7:38 PM	was driving the wrong direction on chestnut as he was on the phone, wanted to pass an ambulance with the speed of traffic. - - - caller claims he was a paramedic	05/24/2012	07:37	pm	Metro_Cab	675		n/a	No	n/a	n/a
1131342	5/24/12 8:05 PM	The driver of the taxi cab was going westbound on Carl Street and there was an N-Judah train stopped and letting off passengers. The Taxi driver cut over onto the opposite oncoming traffic lane to pass by the train and then cut right in front of the train to make a right onto Stanyan to go Northbound. - - -	05/24/2012	07:58	pm	SF_Taxi_Cab	2759		Yellow taxi cab sedan with big lettering might be SF Taxi Cab But not sure	No	n/a	n/a
1131342	5/24/12 8:05 PM	The driver of the taxi cab was going westbound on Carl Street and there was an N-Judah train stopped and letting off passengers. The Taxi driver cut over onto the opposite oncoming traffic lane to pass by the train and then cut right in front of the train to make a right onto Stanyan to go Northbound. - - -	05/24/2012	07:58	pm	SF_Taxi_Cab	2759		Yellow taxi cab sedan with big lettering might be SF Taxi Cab But not sure	No	n/a	n/a

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1131346	5/24/12 8:16 PM	The driver of the taxi cab was going westbound on Carl Street and there was a N-Judah train stopped and unloading passengers at the light. The driver of the taxi cab drove over onto the opposing direction lane of oncoming traffic to by pass the N-Judah Train. The driver then cut back over and made a right turn to go northbound onto Stanyan. I thought that this driver was driving very reckless he could have hit someone and it didn't even look like he had a passenger in the vehicle. - - -	05/24/2012	07:58	pm	SF_Taxi_Cab	2759		yellow taxi with big lettering may have been SF Taxi Cab not sure though	No	N/A	N/A
1131408	5/25/12 6:08 AM	CUSTOMER STATES THAT THE DRIVER OF THE CAB HIT HIS CAR, AFTER ALMOST HITTING HIM THE BLOCK BEFORE. THIS OCCURED ON BUSH BETWEEN MONTGOMERY AND SANSOME. THE DRIVER CAME INTO MY LANE COMING DOWN BUSH STREET. THE DRIVER STOPPED BECAUSE THERE WAS TRUCK BLOCKING HIM TO GO STRAIGHT. WE BOTH GOT OUT OF THE CAR I YELLED AT HIM AND HE YELLED AT ME. THERE IS NO REAL DAMAGE TO MY VEHICLE, BUT ITS THE POINT THAT THIS DRIVER SHOULD NOT HAVE BEEN DRIVING LIKE THAT WHICH CAUSED THE ACCIDENT. -- CUSTOMER STATES THAT THE DRIVER OF THE CAB HIT HIS CAR, AFTER ALMOST HITTING HIM THE BLOCK BEFORE. THIS OCCURED ON BUSH BETWEEN MONTGOMERY AND SANSOME. THE DRIVER CAME INTO MY LANE COMING DOWN BUSH STREET. THE DRIVER STOPPED BECAUSE THERE WAS TRUCK BLOCKING HIM TO GO STRAIGHT. WE BOTH GOT OUT OF THE CAR I YELLED AT HIM AND HE YELLED AT ME. THERE IS NO REAL DAMAGE TO MY VEHICLE, BUT ITS THE POINT THAT THIS DRIVER SHOULD NOT HAVE BEEN DRIVING LIKE THAT WHICH CAUSED THE ACCIDENT. - - -	05/25/2012	05:50	am	Yellow_Cab_Co_op	532	99999	YELLOW CAB	No	N/A	N/A

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1131408	5/25/12 6:08 AM	CUSTOMER STATES THAT THE DRIVER OF THE CAB HIT HIS CAR, AFTER ALMOST HITTING HIM THE BLOCK BEFORE. THIS OCCURED ON BUSH BETWEEN MONTGOMERY AND SANSOME. THE DRIVER CAME INTO MY LANE COMING DOWN BUSH STREET. THE DRIVER STOPPED BECAUSE THERE WAS TRUCK BLOCKING HIM TO GO STRAIGHT. WE BOTH GOT OUT OF THE CAR I YELLED AT HIM AND HE YELLED AT ME. THERE IS NO REAL DAMAGE TO MY VEHICLE, BUT ITS THE POINT THAT THIS DRIVER SHOULD NOT HAVE BEEN DRIVING LIKE THAT WHICH CAUSED THE ACCIDENT. -- CUSTOMER STATES THAT THE DRIVER OF THE CAB HIT HIS CAR, AFTER ALMOST HITTING HIM THE BLOCK BEFORE. THIS OCCURED ON BUSH BETWEEN MONTGOMERY AND SANSOME. THE DRIVER CAME INTO MY LANE COMING DOWN BUSH STREET. THE DRIVER STOPPED BECAUSE THERE WAS TRUCK BLOCKING HIM TO GO STRAIGHT. WE BOTH GOT OUT OF THE CAR I YELLED AT HIM AND HE YELLED AT ME. THERE IS NO REAL DAMAGE TO MY VEHICLE, BUT ITS THE POINT THAT THIS DRIVER SHOULD NOT HAVE BEEN DRIVING LIKE THAT WHICH CAUSED THE ACCIDENT. - - -	05/25/2012	05:50	am	Yellow_Cab_Co_op	532	99999	YELLOW CAB	No	N/A	N/A
1131598	5/25/12 11:12 AM	Driver did not his Name and badge numebr properly displaye in the cab. - - -	05/14/2012	12:00	pm	Arrow_Cab	9999		Pruis	No	SFO Airport	
1131616	5/25/12 11:29 AM	Careless Driver/Bad Manner Driver's Badge Number: D8919923 -- I got into the cab, and he asked me where I was going. I told him to Oakland Hill's. He asked me for the address, and I said I will give him direction instead of giving him my address. He got upset that I would not give him my address. I asked him to take 101 north and get off at the 280 exit. He said there is no way to get off the 280 exit. I said yes there is, for I do it all the time. He said there's no way to get off at 280. I said to him, "Sir, just drive the car. I will show you where to get on 101 North." As we were driving on 101 North, he started to get increasing agitated and upset. He was upset because I would not give him my address. He asked me if I had a mental problem. He said I was being disrespectful to him by not giving him my address. At that point, I stopped talking. He, then, got more agitated and upset because I was not responding to his remarks and accused me of being disrespectful to his professionalism. I continued to not respond to him. He asked me again if I had a mental problem. As we approached the 280 Interchange on 101, I asked him to take 280 towards downtown San Francisco. The driver talked incessantly making sarcastic remarks and continued to ask me if I have a mental problem. When we got onto 280 going towards San Francisco, the driver continued talking and making sarcastic remarks. I looked inside the cab for his identification. His identification was not displayed in the cab.	05/14/2012	12:00	am	Arrow_Cab	9999	999999	Toyota Prius	No	SFO Airport	Police Station - Hall of Justice - 850 Bryant



## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1132060	5/26/12 12:31 AM	The caller states, "They are not picking up Black people. The driver was asleep when I approached his cab and told me he was not in service. He then drove off and picked up a white passenger." - The following cabs refused service:  236 - co unknown 2931 - car; white, blue & red  *** Please call me to discuss the issue. - - -	05/26/2012	12:31	am	Arrow_Cab	2009		see below		4th & Townsend - Caltrain	Westlake
1132308	5/26/12 3:16 PM	12 Yellow cabs by passed the customer. The last cab that just passed is #1213. He stated he is being discriminated against. The cabs are picking up white people and not him. Would like to request a hearing. - - - Customer would like to request a hearing.	05/26/2012	02:00	pm	Yellow_Cab_Co _op	1213		Yellow	No	1460 Bush	n/a
1132314	5/26/12 3:33 PM	DeSoto Van 793, I called in. 1460 Fillmore Street. Driver pulled up and stopped. Driver asked where I was going. I told him I am going to home going to Bush Street. I went to grab my grocery and then the driver just drove off. - - -	05/26/2012	03:35	pm	DeSoto_Cab	793	00000	DeSoto	Yes	1460 Fillmore Street	NA
1132718	5/27/12 2:41 PM	Customer states: Driver said he does not accept Paratransit card for fare payment. I have to pay cash in order to get off the cab. He won't even turn the machine on for the card. Thank you. - - - na	05/27/2012	02:30	pm	Bay_Cab	1161		Bay Cab	No	Columbu s/Broad way	1115 Post St
1132732	5/27/12 3:26 PM	Patron states: We got in the taxi loaded most of our own bags, the driver helped with 2 bags. He immediately started muttering and jerking the car around, we asked him to stop and let us out and he did not. He continued to mutter under his breath the whole way, when we got out we took out our own bags and let him keep the change, it was like \$17.50 and normally I tip much better but I was just so angry. I never have been quite treated like that, to be faced with that was rather disgusting actually. - - -	05/27/2012	03:20	pm	DeSoto_Cab	878	99999	DeSoto	No	SFO	450 Grand Ave, SSF
1132737	5/27/12 3:40 PM	Reckless driving -- Patron states "the driver is very hard of hearing, and he couldn't hear our address, and he asked us to write it down. And he was driving really fast, pushing 90mph on the 101; he was tailgating and weaving in and out of lanes. If anything were to happen we would be in a very bad collision. We asked him to slow down, he slowed down to 80mph, but still he was going really, really fast." - - -	05/27/2012	03:35	pm	SF_Taxi_Cab	50	999999	Van, sliding door	No	SFO	Germa nia and Webste r

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1132820	5/27/12 6:38 PM	Patron states: We just had a disagreement about the route home, he wanted to change the route and we didnt so instead he took us back to where we started and wouldn't drive us any further. He was driving erratically before that. He was pretty threatening and a very uncomfortable experience. - - -	05/27/2012	06:20	pm	Yellow_Cab_Co_op	807	9999	#83150B1 is the license plate number	No	Union and Divisadero	NA
1132833	5/27/12 7:13 PM	Caller stated "He had nothing to say. When I got into the cab, I said good evening, how are you? I said it twice and there was no response. There was no thank you, no communication at all. Throughout the whole ride, he wanted us to get out very quickly. The ride was \$3 more than it should have been from point A to point B.""; - - - NA	05/27/2012	07:01	pm	Town_Taxi_Cab	0147	7901	Ford Escape, yellow	No	Columbus and Stockton	500 Post Street
1132867	5/27/12 9:09 PM	Patron states "The cab driver was speeding and driving recklessly. He's going to end up causing an accident" - - - caller was the concierge from the Hilton so she did not know where the driver picked the fares up from	05/27/2012	08:50	pm	Bay_Cab	1120		unknown	No	unknown	750 Kearny
1132903	5/28/12 12:49 AM	We wanted to go from San Francisco to Oakland and he refused to take us where we wanted to go. We said, "you need to take us downtown to catch another cab" and he was just extremely rude. He took us downtown and I asked him again if he would take us to the east bay and he stopped the car and turned his light on and he asked "did you seriously ask me the same question twice?" We didn't say anything else for the duration of the ride. He made us feel uncomfortable and he was extremely rude to us. - - - .	05/28/2012	12:44	am	Yellow_Cab_Co_op	996		Yellow Cab	Yes	669 26th Street	Webster and Cleary
1133096	5/28/12 12:50 PM	per caller, had a dog, who has been sick, going to Pets on Fillmore. After 6-7 blocks, dog barfed, I used tissue and cleaned up with this and part of my skirt. Driver was not even aware that this happened. Until I told him...then offered to run up to my place to get wet towel to wipe off the seat for him. [seat was cleaned, just a bit sticky] Driver now freaks out and tells me that he is going to have to charge me \$100.00 extra. I didn't want to cause a scene, had been up since 4AM with my sick dog, so I paid with my credit card.... but in now thinking about this was wrong. checked with dispatch, and was told if someone throws up in a cab the charge can be up to \$100. THIS WAS SMALL DOG SPIT UP - AND IT WAS CLEANED UP BY ME. DRIVER WAS NOT EVEN AWARE.. I SHOULD HAVE NOT SAID ANYTHING. - - - TRX1858076 was on receipt - 110.65 was charged on my card.	05/28/2012	09:00	pm	Yellow_Cab_Co_op	1010	6020	Yellow cab	Yes	2324 Fillmore	825 Geary

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1133988	5/29/12 3:37 PM	Cab driver was speeding driving at 73 miles per hr. He took off at the onramp at 101 going 66 miles hr. He was playing with the GPS while driving and switching lanes, tailgating.. We told him we would give him directions. He wouldn't listen. They were no pictures,id or badge number displayed for driver. He was driving like a lunatic. My wife asked him to slow down. She was very scared, he did not listen. The most unsettling ride I have ever had. This guy should not be driving a cab period. -- Cab driver was speeding driving at 73 miles per hr. He took off at the onramp at 101 going 66 miles hr. He was playing with the GPS while driving and switching lanes, tailgating.. We told him we would give him directions. He wouldn't listen. They were no pictures,id or badge number displayed for driver. He was driving like a lunatic. My wife asked him to slow down. She was very scared, he did not listen. The most unsettling rideI have ever had. This guy should not be driving a cab period. - - -	05/29/2012	01:30	pm		667		White with red checks Prius	No	SFO	San Mateo
1134407	5/30/12 9:04 AM	Caller states, "I am a Muni Transit operator and we are trained to simply beep the horn if a vehicle is blocking our pathway in an unsafe manner. This cab driver blocked the entire lane of traffic on heading east on Market between Beale and Main. So I beeped the horn and pulled on the side of the taxi. The taxi driver in turn flipped me and and yelled "Fuck you!" out of his window. This type of behavior was inappropriate please investigate and discipline this driver." - - -	05/30/2012	08:57	am	Yellow_Cab_Co_op	704	999999	Mini SUV yellow in color with 415-333-3333 on the side	No	n/a	n/a
1134568	5/30/12 10:24 AM	Cab driver throws a brunch of papers and scraps out the window of his cab at 16th and market - - - n/a	05/29/2012	07:10	pm	DeSoto_Cab	2081		blue	No		
1135677	5/31/12 1:13 PM	Rude to Customer -- "Parton stated "I got into a cab he took me to my destination, I told him I only had credit card only and he begin to threaten me and became rude. These type of driver should not be driving." - - -	05/31/2012	12:45	pm		1068		Red & Gold	No	Near Battery & Broadwa	Harrison & Spears
1135677	5/31/12 1:13 PM	Rude to Customer -- "Parton stated "I got into a cab he took me to my destination, I told him I only had credit card only and he begin to threaten me and became rude. These type of driver should not be driving." - - -	05/31/2012	12:45	pm		1068		Red & Gold	No	Near Battery & Broadwa	Harrison & Spears
1135677	5/31/12 1:13 PM	Rude to Customer - - "Parton stated "I got into a cab he took me to my destination, I told him I only had credit card only and he begin to threaten me and became rude. These type of driver should not be driving." - - -	05/31/2012	12:45	pm		1068		Red & Gold	No	Near Battery & Broadwa	Harrison & Spears

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1135700	5/31/12 1:35 PM	Motorist states the cab was speeding at 4th and Mission St to the Hwy 101 on ramp at 4th St and Harrison St.Once on the freeway he moved over all four lanes of traffic speeding into fast lane. - - -	05/30/2012	10:30	pm	Crown_Cab	672	9999				
1135746	5/31/12 2:10 PM	Per caller &quot;we got in, told where we were going, he then told us that he lost \$50.00 because we were not at the entrance to the hotel. We told me that we could get out... he just shook this head. He then drove us.. didn't talk to us, but he could head us, he kept shaking his head... at the end, we asked for 2 receipts and he refused. He was rude and acted if he was too good for us... acted mad at us. Also there were 2 other passengers with me. We even tipped this guy.&quot;; - - -	05/31/2012	02:05	pm	Arrow_Cab	1381	70178		No	Union Square	Montgomery and Broadway
1135764	5/31/12 2:16 PM	the driver overcharged me. -- the driver lied to me,he told me hwy 101 had a big fire and was closed,but I found out that it wasn't closed and ended up paying another 20 dollars.I feel that I should be receiving a refund because this driver totally took be out of my way to get more money,we are looking for honest drivers,after all I always tip good and don't want to feel like I'm getting burned.the driver lied to me,he told me hwy 101 had a big fire and was closed,but I found out that it wasn't closed and ended up paying another 20 dollars.I feel that I should be receiving a refund because this driver totally took be out of my way to get more money,we are looking for honest drivers,after all I always tip good and don't want to feel like I'm getting burned.the driver lied to me,he told me hwy 101 had a big fire and was closed,but I found out that it wasn't closed and ended up paying another 20 dollars.I feel that I should be receiving a refund because this driver totally took be out of my way to get more money,we are looking for honest drivers,after all I always tip good and don't want to feel like I'm getting burned. - - -	05/31/2012	01:30	pm	Luxor_Cab	105	593837	regular cab	No	sfo	142 bridge view dr
1135910	5/31/12 5:09 PM	Patron states &quot;He was driving very eratically and he would be at a stop sign and the bars for the caltrain would come down and he would lurch forward even though there was nowhere to go. It made me nauseous and stressed and he was very impatient and swerving a lot. He passed cars illegally and went around a huge truck because he was impatient. He was honking his horn a lot and people honked back. I was scared but i didnt say anything because he made me feel uncomfortable.&quot;; - - - n/a	05/31/2012	05:00	pm	Town_Taxi_Cab	11		SUV	No	haight and fillmore	3rd and 20th street

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1135980	5/31/12 6:22 PM	The motorist states: My friend was driving. I was a passenger. The taxi was taking up several lanes and driving poorly. We tried to pass him to get around the bad driving. He then veered toward us and shook his hand at us. I would like to think that Taxi drivers in the City were more courteous than this. We cannot be the only people that this driver treated discourteously. - - - Lisence Plate #: 71478E1 CA Plate	05/31/2012	06:20	pm	SF_Taxi_Cab	216	99999	A Ford Escape SUV, Red and Green (Top)	No	Mission between 16th and 18th St	18th St.
1136427	6/1/12 10:52 AM	Reckless Driving.Speeding -- motorist states &quot;i was driving west on clay to the intersection at presidio there was 2 stopped vehicle the taxi come at a high rate of off presidio and blocked the road so I could not go around, I had to back up to pull around him, then he started screaming Obscenities to me and, I stated to driver please stop,. my son is in the car and driver said &quot;you are fucking idiot and &quot;you are driving veteran 233&quot; and the driver states you are an F ing idiot and then making motions he was going to hit me and I saw that his medallion 51707. and I drove off&quot; - - -	06/01/2012	10:35	am	Veterans_Cab	5170	233	Veterans	No	n.a	n.a
1136722	6/1/12 3:44 PM	Motorist states: I was driving on 25th St. heading towards Church St. This DeSoto Cab driver was honking at me while I was stopping for the pedestrians at the crosswalk. He was making obscene gesture at me. I opened door and asked what his problem was. Then on the next block in the school area, he tried to pass me on the 2 way traffic in a residential area. But he had to slow down and got behind me. As I made a right turn on Valencia St., he got next to me. He spat at me and hit my arm and vehicle! It took every ounce of me not to make any violent reaction on this. This is completely unacceptable driving behavior! His medallion should be taken away! ! I have tried to contact the manager of DeSoto Cab to file this complaint, but not able to get through. Thank you. - - - na	06/01/2012	03:05	pm	DeSoto_Cab	537		DeSoto Cab	No	na	na
1136923	6/1/12 10:08 PM	I went to take a cab and the driver looked at me and took off. Took off really fast. He refused to take my fare. I want a formal hearing, in front of the commission in reference to this driver. -- I went to take a cab and the driver looked at me and took off. Took off really fast. He refused to take my fare. I want a formal hearing, in front of the commission in reference to this driver. - - -	06/01/2012	10:07	pm	Yellow_Cab_Co_op	391		Yellow Cab	No	Octavia and Sutter	N/A

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXST ART	TXTE ND
1137222	6/2/12 11:59 AM	Patron stated "I was in front of the Hilton. There was a bunch of cab. I ask one of the driver if he could take me. He said no I had to go to the front of the line. I went to the front and ask two other cabs if they could take me and if they take credit cards. Both cabs said they didnt take credit cards. So I went back to that first cab and he just said no he couldnt take me and didnt give me a reason why. Than I finally got on another cab and that driver said he refuses fare all the time. He said that cab driver only likes to take fares going to the airport.The other cabs at least told me a reason why and answered my question. That cab driver didnt wouldnt tell me why he wouldnt take me." - - -	06/02/2012	11:58	am	Yellow_Cab_Co_op	1155		Yellow cab	No	Hilton	
1137308	6/2/12 2:20 PM	CUSTOMER STATES, I CALLED FOR A CAB TO BE DISPATCHED TO ME AND WHEN THE CAB #194 OF VETERANS CAB CAME AND THE DRIVER SAW ME THE CAB TURNED AWAY AND WENT ACROSS THE INTERSECTION AND PICKED UP TO ASIAN LADIES AND DROVE AWAY. SO I WAS FORCE TO CALL FOR ANOTHER CAB FROM A DIFFERENT CAB COMPANY (YELLOW CAB) ONLY TO HAVE THAT CAB DRIVER OF VEHICLE #191 DRIVE AROUND THE CORNER TO PICK UP SOME OTHER PEOPLE. I FEEL THAT THE DRIVERS WERE DISCRIMINATING AGAINST ME BECAUSE I AM A BLACK MAN. I WOULD LIKE SOME SORT OF HEARING ON THIS MATTER TO FIND OUT WHY THEY REFUSED TO PICK ME UP WHEN I CALLED FOR THEM TO COME TO PICK ME UP. - - -	06/02/2012	02:20	pm	Veterans_Cab	194		N/A	Yes	Ellis	
1137512	6/2/12 7:09 PM	MOTORIST STATES, THE DRIVER OF ROYAL CAB #912 IS DRIVING REALLY DANGEROUSLY. HE WAS SPEEDING DOWN THE STREET AT ABOUT 50 MPH. THERE WERE PEOPLE CROSSING IN A CROSSWALK AND HE ALMOST HIT THEM. HE'S GOING TO HURT SOMEONE SOON. - - -	06/02/2012	07:00	pm	Royal_Cab	912		N/A	No	WESTBOND ON SUTTER BETWEEN POLK AND VAN NESS	N/A
1137558	6/3/12 1:48 AM	Taxi driver refused fare. -- Paton stated that, "The taxi pulled up with his doors locked. He rolled down the back window and asked where we were going. I told him "7th and Balboa" he replied, "I don't go there". He drove off with my hand still holding onto the door handle." - - -	06/03/2012	01:40	am	Town_Taxi_Cab	415			No	9th st and Folsom St	

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1137559	6/3/12 1:58 AM	The caller states, "The driver did not want to take us to a SF location. He did not want to turn on the meter and refused to accept credit cards." - - - NA	06/03/2012	01:45	am	DeSoto_Cab	2087		NA	Yes	4th & Mission St.	7th & Mission St.
1137988	6/4/12 2:34 AM	disrespectful - - patron stated - driver was disrespectful,rude and discourteous, patrons requested multi stops, first driver said get in we&quot;ll figure it out, then changed his mind and became very rude and disrepectful, patron offered to map out route - driver told her to shut- uo, patron requested to be let out of cab due to rudeness, driver stopped the car - then stated he was joking. The driver told the patron to get back in the car - he was just joking, she said no .... he got mad and drove off. - - -	06/04/2012	01:50	am	Yellow_Cab_Co_op	9999	94	yellow	No	2801 Leavenworth	Van Ness & Bay
1138317	6/4/12 11:48 AM	Patron states we were picked up my colleaugue and I at the St,. Francis Westin at approximately 9:50AM at that point we told the taxi driver that we wanted to go to the Whole Foods on 4th St. & Harrison, he took off in an aggressive manner in the wet conditions and started tail gating cars in front of him and started screaming and yelling at the drivers in the vehicles using the &quot;F&quot; word and cursing and continued at a high speed going through yellow lights that were turning red, at that point I told him to slow down we were in no rush and that he was getting us scared for our lives and he said &quot;don't tell me how to &quot;F&quot;ing drive, I have a life too and it is more important than your lives, we said if you dont slow down it's better that we get out and he said Whole Foods is right down the street here, dont tell me how to drive, he drove past the Whole Foods and dropped us off a block and a half away. He said he was not allowed to pull up in front of Whole Foods, which is not true, He just wanted us to walk in the rain. The fare was \$6.80. I gave him 2 five dollar bills and I said I want \$3.20 change and then he said that he did not have any change, then I reached over in the passenger seat where the 2 five dollar bills were laying and I took one five back and I said unless you have change I cannot give you more than what the fare cost, so as I started to get out of the car, he jumped out of the car and pushed me in the chest with both his hands against the car and said you &quot;F&quot;ing white trash and started a	06/04/2012	09:50	pm	SF_Taxi_Cab	2762		Yellow, Ford, 4 door, licensce plate number is 8N18869	No	Westin St. Francis	700 block of Harrison right before the underpass
1138547	6/4/12 3:00 PM	Patron states the seats in the taxi were extremely dirty with grease on them. The inside was disgusting. I have never seen a taxi that dirty in all my life and I have ridden in plenty of taxis. The driver was extremely rude. - - - The receipt from the taxi driver said it was from Arrow Cab Co. however on the door of the taxi it said BW Checker	06/04/2012	01:30	pm		1094		Red, Van	No	SFO Airport	Ritz Carlton in San Francisco

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1138678	6/4/12 5:03 PM	Cab driver not did not pull into white zone for handicapp person and verbally threatening per caller -- Patron states: "I reserved this cab. He started the meter before I even got in. There was a passenger white loading zone and he refused to pull into it for me to get in. I am an handicapped 84 year old person. Then when I got home I handed his one of my taxi script card he asked if I wanted to place a tip on the card. I said no because you didnt pull into the curb to get me and you started the meter before I even got into the cab. He said in a threatening way, "good luck getting a cab again and that I was very rude." \$10.55 was the fare when I went to the same location that included a tip and on the way back without a tip it cost me \$11.75." - - -	06/04/2012	05:00	pm	Luxor_Cab	708	124194	blue & white	Yes	1545 divisader o	2442 Polk street
1138727	6/4/12 5:39 PM	Customer was double parked in front of UCSF hospital. A taxi drove by trying to squeeze by the car to pick up 2 customers. Once the taxi driver realized he couldn't make it thru he walked up to the customer who was parked and starting elling in his face to move. The customer refused to move because the taxi driver was so rude. The taxi driver then tried to maneuver thru, hitting 2 parked cars causing damage to one of the bumpers. Once the cusotmer saw this he moved so he would not get hit. The taxi driver drove off after the hit and run but got caught in traffic. The customer walked up to the taxi and gathered all the driver's information. - - - License plate #8P57078	06/04/2012	05:00	pm	Yellow_Cab_Co _op	2730	885	Tall male with black thermal shirt in late 40s. gray hair and goatee with sunglasses.	No	NA	NA
1138728	6/4/12 5:40 PM	Motorist states, "I came into the city off of 280, exiting 10th st to embarcadero and I want to report a taxi cab driving recklessly. There was a mini van in front of me going the speed limit but a little slower than the flow of traffic and the cab was behind me. The guy in front of me was making a left lane change, and the cab passed me, and as the driver made a left lane change the , cab driver accelerated in front of me, which had me brake suddenly. He was zig zagging through traffic, and he was driving along the left lane and I was in the right lane and I saw him at the stop light, and I looked at him like what are you doing? As the light turned green, he goes and turns into me like he was running me off into the shoulder and he blew me off. I noticed he had a woman passenger in the back seat. He was driving like a jack ass." - - -	06/04/2012	05:25	pm	Arrow_Cab	256		Arrow Cab, maroon or red/black or tan tri color	No	NA	NA
1138740	6/4/12 5:46 PM	littering -- Patron states: The driver was driving down rhode island near 18th and he through an empty box of cigarettes out the window. - - -	06/04/2012	05:10	pm	SF_Taxi_Cab	9065		black or dark van liscense #53002B1	No		



## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1139285	6/5/12 1:04 PM	Citizen states, "there's currently 100-200 cabs that have been circling around city hall for more than an hour honking their horns. Its a protest, it's violation of the California vehicle code. I work near by and I can't get any work done. Our police are afraid to do something about it. Here are the cab numbers who should have their licenses pulled. Luxor: #1395, #455, #1396, #800, #142, #117, #9955, Yellow: #759, #951, #592, #697, #1007, #467, #825, #478, #979, #853, Town: # 147, #806, Bay city: #121, Arrow: #456, American: # 475, #780, Royal: #20, National: # 1064, Super: #1136, Veteran: # 226, that should be enough. - - -	06/05/2012	01:05	pm					No	City Hall	
1139299	6/5/12 1:27 PM	Motorist States: I was driving north up 3rd street and crossing Market and I was in my lane and the taxi driver cut in front of me and started getting closer and closer to me like he was trying to force me out of my lane. I was in my lane and if I did not surrender and stop my car he would have hit me. Its beyond driving aggressively it is like bully behavior. - - - The License Plate Number is 8V44197 or 47 is the last two numbers.	06/04/2012	10:00	am	SF_Taxi_Cab	142	9999	S.F. Taxi	No	NA	NA
1139406	6/5/12 4:06 PM	Agressive driving - - Patron states "We were going westbound on Turk between Steiner and Pierce and I was in the far right lane and the taxi was in the left lane, his lane was blocked up ahead. And he tried to pull ahead of me a cut in front of me, but he was not far enough ahead of me to do that. He began to drift into my lane further and further, basically trying to get me to hit the brakes so he could cut in front of me. He crossed the dotted line, his drunk was even with the hood of my car, I started honking, and he responded by very aggressively swerving hard to the right and he had a fare. If I hadn't slammed on the brakes I would have hit him and if there was someone behind me I would have been rear ended. And then he flipped me off. " - - -	06/06/2012	03:20	pm	American_Cab	780		Lic Plate # CA 89721A1	No	Turk and Pierce	
1139485	6/5/12 5:13 PM	Customer states that "I saw him pulled up and let passengers off. I am disabled, I walked towards the taxi and I told him that I want to get a ride and the driver said, "oh no" and the passengers got out and the driver said that he had a call. I know that he didn't have a call." - - -	06/05/2012	05:03	pm	Town_Taxi_Cab	97		light orange almost yellow and white, town taxi cab	No	Fillmore and Eddy	Central and Golden Gate

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1139532	6/5/12 6:38 PM	patron states, "I asked him to drop him off at Safeway. He said the fare was \$18- I gave him a \$20. He started getting agitated as I grabbed my things. He started mumbling that I should have giving him a better tip since I am dropping you off at Safeway. I replaied, I thought that \$2 was a good tip. He started screaming- get the fuck out of my cab. I tried to exit and he started pulling out before I could completely get out of the cab. I fell on my knees as the cab drove away."" - - - n/a	06/05/2012	06:15	pm	Yellow_Cab_Co_op	9999		Yellow cab sedan LP# 11613F9	No	123 Townsend at 2nd Street	29th & Mission
1139604	6/5/12 11:31 PM	Customer states that "driver was rude consistently argumentative, confronting, insulting and especially after I gave him a tip. He kept complaining about having to accept a credit card even when I offered to get out and get another cab. He drove unsafely way over the speed limit, sometimes twice the speed limit. I had to ask him to slow down because I feel unsafe and I feel like that the cab was going to roll over this was going down sharp part road towards US 1. Consistently ignored my directions." - - -	06/05/2012	11:00	pm	Yellow_Cab_Co_op	507		sedan	No	SF International Airport	Pacific , CA
1139639	6/6/12 6:43 AM	Did not want to accept credit card payment. -- Patron stated " Refuse to take credit card, he stated he credit payment eats into his wages. He also stated how would you like for me to take you wages." - - -	06/06/2012	06:35	am	Alliance_Cab	9035	9999	Mini Van	No	Westen St. Francis Hotel	350 Market
1139880	6/6/12 10:55 AM	Patron states the driver never started the meter.He said he was going to charge \$7 for the ride and tip.He printed out the receipt.He gave himself a \$7.50 tip.I ask to contact his manager he refused.The driver was yelling and saying a bunch of F words.We got out the cab and called police to report this. - - -	05/29/2012	07:27	pm	Yellow_Cab_Co_op	0885		yellow	No		
1140052	6/6/12 2:55 PM	Caller reporting that a taxi cab driver told a passenger coming from SFO Airport that saying that going to 509 Minna street which is Pontiac Hotel...that passenger should not stay in the hotel. It is not a safe area and is a dangerous area. Caller added that this is not the 1st time that this happened ...this is the 2nd time. Taxi driver saying bag things about the Hotel. - - -	06/06/2012	02:30	pm					No	SFO AIRPORT	509 Minna
1140768	6/7/12 1:27 PM	Pedestrian stated: "I just saw a cab, #429, almost run over some pedestrians as he ran a red light at Stockton and Sutter. He was traveling westbound along Sutter, crossing Stockton."" - - -	06/07/2012	01:24	pm	Yellow_Cab_Co_op	429		Cab was perhaps a Yellow cab, had yellow color, but the cab number was 429.	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1140784	6/7/12 1:45 PM	Pedestrian stated: "I was waiting at a bus stop at Market and 4th. I have emphezema. I spit up a lot. I was leaning against a Muni rail on a Muni island and he drove into the spit which landed on his windshield. It's windy today and the spit traveled. He had just picked up passengers and he started to get confrontational and insulting. He started calling me racist names and said something derogatory about a fat Chinaman. He did this in front of his passengers. I called Yellow Cab dispatch and they just hung up on me." - - -	06/07/2012	01:10	pm	Yellow_Cab_Co_op	495		Yellow Cab	No		
1140918	6/7/12 3:44 PM	Teh driver kicked the [ptron out of his cab and used profanity towards her. -- The patron states that she was departing Fisherman's Wharf Taxi pick up line. Patron states that the driver did not pull up tp the marker where patron board. The patron states hat she was waving to the driver to pull forward. The patron state sthat when she got in the cab the driver and her went back and forth about "what difference did 3 feet make"; Patron states that that she mentioned to the driver that is the assigned pick up location. The patron states he driver then told her to get of his cab and to F@@k Off! - - -	06/07/2012	03:43	pm	Yellow_Cab_Co_op	628	99999	4 Door SUV	No	Fisherma ns Wharf	Pcific Heights @ Fillmor e and Webste r
1141547	6/8/12 12:30 PM	Pedestrian states he was crossing on Laguna St and Geary in the crosswalk in the right of way.I had the green light.The taxi made a turn onto Geary entered the crosswalk that I was in.It was a violation of the California vehicle code. - - -	06/08/2012	12:25	pm	Yellow_Cab_Co_op	1001		yellow	No	Laguna St	Geary Blvd
1141622	6/8/12 1:44 PM	I was diving 70mph on the freeway and the driver cut into me from the right to the left and he almost cause an accident. - - -	06/07/2012	09:00	am		385		white cab, toyota puris, on the back show sf taxis cab.	No	at freeway 92 eastbou nd	
1141660	6/8/12 2:29 PM	I was on Jones Street, put on my signal and was asking another cab driver with Yellow cab if I could turn in front of him. He just would not let me turn and just pulled forward. As he was pulling off I said, 'thank you' and he just started yelling at me and calling me names, like 'you cunt'. Just for saying thank you. - - - n/a	06/08/2012	02:28	pm	Yellow_Cab_Co_op	2734		Yellow Cab	No	n/a	n/a
1141679	6/8/12 3:05 PM	I was at the hotel, the cab driver asked where I go, I told him Pier 39, he said no and to shut the door and take another cab. - - -	06/08/2012	06:50	am	Yellow_Cab_Co_op	991		Yellow Cab	No	Geary / Powell	
1141742	6/8/12 4:00 PM	Customer was driving southbound on HWY 280. As he was approaching HWY 280, a SF Taxicab number 1261 was driving 95mph and cut in front of him, slammed the break, and flicked him off. Customer was not sure why this driver was driving this way. He was zig-zagging through cars. - - -	06/08/2012	03:55	pm	SF_Taxi_Cab	1261	00000	Vehicle number 1261	No	NA	NA

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1141881	6/8/12 8:40 PM	The driver was driving really really fast and did not have a seat belt. He also cursed at everyone in the streets. He sounded his horn unnecessarily. - - - n/a	06/08/2012	08:35	pm		722		Yellow vehicle - regular size vehicle	No	Market and 4th	Stockton and Bay
1142313	6/9/12 11:08 PM	Patron states "i got in the cab with my wife and i asked him why there werent more cabs in SF and he started yelling at me. He got belligerent. He swerved over to the side of the road. Then he said we're going to the police station. I told him we still needed to go to the hotel. He said get out of the cab we're going to the police. We got out of the cab and just caught another cab.I felt like he was either drink or under the influence of something or that he were mentally insane."" - - - n/a	06/09/2012	10:50	pm	Arrow_Cab	1085	9999	white and red, possibly arrow cab, SUV	No	Market and church	guerrero and market
1142334	6/10/12 4:07 AM	Refused Fare -- Patron stated, that "We saw the Royal Cab and his light on for picking up passengers. We were in the Marina when he pulled over and and he said "Where are you going?"", we told him "South of Market" and he said "I'm not going to pick you up". We tried to enter the cab the door was locked and he pulled away."" - - -	06/10/2012	03:30	am	Royal_Cab	23				Van Ness and Fillmore	South of Market
1142669	6/10/12 7:17 PM	The cab driver was supposed to drop us off at the ferry building and he took the longest way possible. He made a loop around the city. Started at Haight Street and Cole and went all the way towards the explotarotium and then back down town towards the ferry building. I think he thought we were tourists. It cost \$19 but i only gave him \$10. - - - n/a	06/10/2012	07:15	pm		541		small suv, yellow and black, primarily yellow	No	Haight and Cole	ferry building
1142715	6/10/12 11:58 PM	rude, talking on the phone and speeding -- per patron - taxi driver was rude, talking on the phone, speeding up to 80 mph ..... patron asked driver to get off the phone, he said no .. he ws not listening to directions .. - - -	06/10/2012	11:45	pm	DeSoto_Cab	1338	9999	unknown	Yes	airport taxi line	901 Metro blvd, foster city
1142720	6/11/12 1:45 AM	cab driver - using profanity -- pedestrian is standing outside of the westin saint frances hotel .... and the cab driver is harassing her - calling her derogitory/profanity - per caller nasty dirty words . - - -	06/11/2012	01:48	am	Yellow_Cab_Co_op	622	9999	yellow cab	No	n/a	n.a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1142960	6/11/12 9:56 AM	Patron stated: "I was flagging a cab and the operator asked how I was going to pay. I told him I have paratransit, but he said he said that his machine wasn't working and that he also did not have credit card slips for backup. I have written instructions from Paratransit for the third method, and there are altogether two pages of instructions: I write everything down according to the instructions and I would sign it and that my balance was good. I also said that I'll show you the instructions. He wouldn't look at the instructions and said 'No, I don't do that, I have a call.' I called Paratransit and was told to report this to 311 for driver retraining.">	06/10/2012	02:30	pm	Luxor_Cab	232		Luxor Cab	No	Post and Hyde	
1142964	6/11/12 10:00 AM	PATRON TOOK CAB FROM 580 CAPP ST TO IRVING AND 25TH AVE, PATRON STATES THAT NORMALLY THE CAB WILL COST \$18.00, PATRON STATES THAT THE DRIVER TOOK SAN JOSE AVE TO 19TH AVE AND IT COST PATRON \$32.10 FOR THE RIDE, PATRON STATES THAT SHE ALWAYS TAKES THIS SAME TRIP, PATRON STATES THAT THE DRIVER WENT THE LONG ROUTE, PATRON STATES THAT SHE IS SENIOR CITIZEN. PATRON STATES THAT WHEN SHE INFORMED THE CAB DRIVER WHY DID YOU TAKE ME ALL AROUND THE CAB DRIVER LAUGHED. - - -	05/30/2012	01:00	pm	Yellow_Cab_Co_op	436			Yes	580 CAPP	IRVING AND 25TH AVE
1143207	6/11/12 12:55 PM	Male Driver, darker skin wearing a tan long-sleeved shirt. -- Motorist states "He drove by a couple of vehicles, including a truck on the right, going at least 50. He then rolled right through a stop sign.">	06/11/2012	12:54	pm	Yellow_Cab_Co_op	0532	999999	Yellow	No	Pennsylvania St and 22nd St	
1143279	6/11/12 2:06 PM	customer says, "he charged me a fee that's not an actual fee. he added \$6 to his tip, for entering the Claremont Hotel parking lot. he said, that was the fee the claremont charged for cabs to come in. So his tip ended up being \$12 as opposed to \$6. I called the cab company and been playing phone tag with them, to get my money back. i would like to see like to see his medallion taken away for lying to tourist.">	06/09/2012	09:00	pm	Royal_Cab	0416		yellow and black	No	sf air port	claremont hotel, berkeley, ca

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1143960	6/12/12 11:24 AM	Patron stated "I was first in line at pier 39 this happened about 10 minutes ago. A yellow cab number 814 in a Toyota Prius drop off passengers. The cab driver than grabbed a passenger in front of me. There is a long line of cab. The cab driver tell the customer to take the next cab in line. I shouted Hey and he ignored me." - - -	06/12/2012	11:20	am	Yellow_Cab_Co_op	814			No		
1144372	6/12/12 6:39 PM	per caller "gave him the address, and 1/2 way thru the ride he asked me if I was paying cash... told me his CC machine was broken.. he then decided to go in another direction to get me to an ATM. Acting like I didn't know the city. When I asked him why he was now going in the opposite direction he got angry, told me I could take \$1.50 off the fare... The fare was \$14.50 and he told me to pay him \$13.00. I questioned him stating that I didn't think his CC machine was broken and felt he was trying to take advantage of me... he used the f work and yelled at me as I walked away. Not a nice man - should not be dealing with the public. - - -	06/12/2012	06:30	pm	Yellow_Cab_Co_op	967	0000	Yellow cab.	No	Carlton Hotel on Sutter	Scott and Fulton
1144439	6/12/12 10:01 PM	Customer states that "a group of people at a meeting were given American Cancer Society cab vouchers and the 10 cabs were requested by the organization which is the SF General Hospital. It took a very long time that this cab pulled up, the driver said the name he had was Nancy. We explained that Nancy had left and we are the only people left on the group. He did not say anything and he locked his doors. We returned to the sidewalk. I thought he might want to confirm that Nancy was in fact not there and after between 5 and 10 minutes, a male hospital employee came out and he accepted that fare." - - -	06/12/2012	08:00	pm	Luxor_Cab	612		Luxor Cab, white with red and blue stripe, sedan	Yes	SF General	NA
1144440	6/12/12 10:13 PM	The caller states, "The driver pulled over to pick us up and said cash only – I know this is illegal. If I did not have cash I would have been upset that the driver would have refused service."	06/12/2012	10:05	pm	DeSoto_Cab	359			No	by Embarca dero & Bay	Van Ness & Filbert St.
1144448	6/12/12 11:06 PM	Location at Oak at Divisadero heading east. The cab made an illegal move. There were 2 bikes in the right lane. They were using the lane, the driver was behind him, got impatient and cut them off very closely. the driver looked like it would hit the bicylists. The driver did not give him more than 2 feet as he passed them. - - - The driver refused to give the patron his name or id number. Patron was riding in the back in the cab.	06/12/2012	10:40	pm	USA_Cab	131		LP# 8S75057, white sedan	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1144458	6/13/12 12:15 AM	The driver put a big sign over the credit card machine saying it is broken, the sign looks a little worn like this wasn't the first time this sign was used. - - - .	06/13/2012	12:00	am	Luxor_Cab	1085			No	4th and Market	Noe Valley
1144676	6/13/12 9:42 AM	Did not allow patron to enter cab and took another fare. -- Patron states that he gave the driver the address to his destination and the driver moved ahead and refused to take him and took another passenger. - - -	06/13/2012	09:40	am	Royal_Cab	1043	9999	Ford Escape Hybrid	No	Palace Hotel	Pier 5
1145167	6/13/12 5:51 PM	Patron states "the cab stopped blocking a cross walk to let a fare out." - - - n/a	06/13/2012	05:45	pm	Royal_Cab	901		red and gold sedan	No	gough and haves	na
1145203	6/13/12 6:50 PM	Patron picked up Yellow Cab, 627, from Civic Center area to Richmond District. When arrived, driver realized he didn't have his meter on. He was very frustrated. He asked if patron if she had taken this route before. Patron said no but she offered to pay \$15 plus \$2 tips on her credit card. The credit card machine was not working. Driver asked for cash but patron does not have any. At this time, patron's nanny came out and gathered only \$12. Driver got even more frustrated. He was very abusive as well. He threw the credit card back at patron and then took off almost running patron's foot. Patron said "hey, you almost hit me." Driver then stopped the car abruptly and opened the car door. He came out and started yelling at patron in the middle of the street. - - -	06/13/2012	06:00	pm	Yellow_Cab_Co_op	627	0000	Yellow Cab SUV	No	Van Ness and Fell	Richmond
1145264	6/13/12 11:54 PM	Patron states "this was driving 46 miles an hour down the city street. So i got out of the car. This happened down mission street." - - - n/a	06/13/2012	11:50	pm	Green_Cab	2332		prius, green and white, sedan	No	18th and castro	mission and 7th
1145393	6/14/12 9:06 AM	Customer call the cab company twice, the first time they ask for the address and hang up. Customer call back again asking how long time it take before I give than the address and they said 15-30 minutes and hang up. They are rude and they did not give customer any informers. - - -	06/14/2012	09:00	am	Yellow_Cab_Co_op				Yes		
1145735	6/14/12 3:35 PM	Caller states the cab was dropping off a fare at the Four Seasons Hotel. There were guest wanting to go to Van Ness Ave to a restuarant. The cab driver refused sain no he was going to the airport to collect a fare. This happens all the time where the cab drivers refuse to take passenger for a short run. Are they allowed to do this? - - -	06/13/2012	07:00	pm	Yellow_Cab_Co_op	1351		yellow	No	757 Market St. Four Seasons Hotel	Van Ness Ave.

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1145795	6/14/12 4:32 PM	driver went the most heavily trafficked route possible with gridlock. instead of going straight. I was going from Fort Mason to the Transbay Terminal. The driver went down Van Ness to Broadway, turned right on Hyde all the way downtown to Mission Street. He turned right on 4th, left on Folsom, then returned to Mission to get to the terminal. The charge was \$24.95 and when I went from the Embarcadero to Fort Mason, the charge was \$14 at the same time of day. This was an extra \$10 number one and it took a lot longer. I paid with my American Express to make sure I have a receipt. He could have gone over Broadway to get there a lot quicker instead of going thru Civic Center. - - - driver took the slowest route	06/14/2012	03:40	pm		1123		Toyota - small	Yes	International Hostil in Fort Mason	Transbay Terminal
1145858	6/14/12 6:28 PM	PATRON STATES, THE DRIVER WAS DRIVING WAY TO FAST. HE WAS ON 9TH STREET NEAR BRYANT STREET AND I GUESS THE DRIVER WAS TRYING TO MAKE A TRAFFIC LIGHT BUT I'M NOT TOO SURE. ALL I KNOW IS THAT HE WAS DRIVING TOO FAST AND HE HAD TO BRAKE REALLY HARD BEFORE TURNING A CORNER. WHEN HE BROKE, IT CAUSED ME TO SLAM MY HAND INTO THE DOOR SIDE PANEL AND HURT MY HAND. I'M HAVING A HARD TIME MOVING MY PINKY FINGER RIGHT NOW. - - -	06/14/2012	06:24	pm		1124		red and yellow	No	9TH STREET	
1145959	6/14/12 9:24 PM	The patron states: I question that the route that the driver took me on was the most logical route and direct route. Instead of taking the San Mateo Bridge the cab took me through downtown San Francisco through Oakland to get to Pleasanton. It did not appear to me that is was the most direct route. I paid 227.97. I asked the driver what the fastest route would be and this is the way that I was taken. This is my first time in the City and I could not argue until I got to my destination. I brought this up early on after leaving the airport and so there was ample opportunity to correct the question. - - - .	06/14/2012	07:45	pm	Royal_Cab	1146	46596	Sedan/SUV cross,	Yes	SFO	Pleasanton



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1146034	6/14/12 10:32 PM	Customer states that "I just feel that the driver was driving very unsafe and was not fully aware of what was going. I got in the cab at Union and Jones and told the driver that I was going to Stockton and Chestnut. He immediately made a u-turn and went to a wrong direction until I corrected him on where Chestnut and Stockton was. We were on Union turning onto Stockton, he came very close to hitting a pedestrian and I saw the pedestrian from the back seat so I would assume that the driver didn't see the pedestrian but I don't understand how he couldn't see him. The purpose of my call is, I don't want to make assumptions if the driver was under the influence of something or not. However, I don't feel that he was a safe driver. Within the 5 minutes that I am in the cab, there were two strange incidents that concerned me. " - - - N/A	06/14/2012	10:23	pm	Yellow_Cab_Co_op	795		yellow cab, small car	No	Union and Jones	Stockton and Chestnut
1146182	6/15/12 9:07 AM	we went to an appointment for my client yesterday. We asked the clinic to call a cab. The driver was asking personal questions and my client did not like it. The driver asked for a cash tip. The driver wanted to go into the house to use the bathroom. He kept talking ever since we got into the taxi. My client is 91 years old and disabled and did not like that. He was kind of rude. He was using his cell phone and we almost hit the car in front of us. It was kind of scary. We did not see the taxi cab number. - - - call dropped while recapping - complaint filed	06/14/2012	11:30	am	Yellow_Cab_Co_op			Ford SUV	Yes	929 Clay Street	220 Goldmine Drive
1146198	6/15/12 9:28 AM	Patron states the cab was speeding going over 40MPH on city street.He was driving like a demon.I picked up the cab at California and Presidio.I got out at California and Webster because I felt unsafe. - - -	06/15/2012	09:18	am	Bay_Cab	309			No		
1146390	6/15/12 12:56 PM	Cab Driver took roundabout way to destination. -- Patron states "We were going a short distance, but the cab driver took a roundabout route that nearly doubled our fare. We checked it on the way back. Our return trip cost nearly half the charge it took to get to Absinthe." - - -	06/13/2012	06:00	pm	Green_Cab	1243	999999	N/A	No	St. Regis Hotel	Absinthe Restaurant
1146428	6/15/12 1:46 PM	customer, called for a cab. made it known that you were a para transit customer. when 1st cab arrived, the machine was broken. (paid cash). on my return trip, the same thing happened again. i paid cash. i'd like a refund of my cash. i use paratrasit card because i receive discounted fare, and i buy it each month. i felt sorry for driver because he had to lose an hour of his day. but i'd like a refund." - - - round trip from 15th to tjoes, back to 15th	06/14/2012	02:00	pm	National_Cab			bright yellow w/green	Yes	1855 15th St, SF	55 9th

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1146480	6/15/12 3:00 PM	Talking to himself and mentally off. Please look into this cab driver. He was not all there. - - - Talking to himself and mentally off. Please look into this cab driver. He was not all there.	06/15/2012	02:58	pm	Yellow_Cab_Co_op	951		Yellow cab suv	No	2867 Sacramn eto st	16th and Valenci a
1146562	6/15/12 4:34 PM	It is my first time in San Francisco. At night we got the cab from SFO to San Ramon and the fare was \$199 total. Actually, at that moment we think it is too much. Before we came here, our friends told us it would be \$160 to \$170 because they came a few weeks ago. We did not pay the driver a tip. He split the fare to \$70.85 as a tip without our permission. This tip could not be reimbursed by our company. I called DeSoto cab and a lady told me it is very common for the drivers to split the tips in this way. She wanted to email me and explain how \$199 fare came about. She gave me the wrong email address to contact her. When I called back, nobody answered the phone. I tried for two days and nobody answered. I want to get a reimbursement for the \$70 tip that I did no authorize. - - - trip number 417 Customer is requesting a refund of \$70.85 for a tip she did not authorize.	05/18/2012	12:00	am	DeSoto_Cab	0328			No	SFO	San Ramon
1146581	6/15/12 5:05 PM	The patron states: I hgve him my destination toward the Predidio. All of a sudden we are on Lombard full of traffic. I asked is it possible to take a side street to get around the traffic. The driver then told me that if I wanted him to go a different way I sould have asked to go a different way. He said, The traffic on Lombard has been bad for awhile now and if you knew this you should have said something. I said, I am not a cab driver in that I do not know what streets have the most traffic, if you know this why did you choose this route. He then said, I was told that I have to take the main route unless I have been told something else. If you want to get out, I will pull over. The traffic remained horrible so I decided to get out. He then said, I cannot get you to the curb. When we stopped the credit card machine would not work so he kept driving and ended up one block from where I asked to get off but about 5 blocks from my destination before the card reader would work. I asked if he would drop me on the block that I originally asked for. I said You must be new if you do not know the best way to get someone to their destination. He said, You are a pain in the a and get out of my cab. I said, No, I am just a customer that wants to get around. He then said, get out. I called him a scumbag. This is more of customer service complaint and a complaint about the route that was taken. Also, when we moved to Chestnut, like I had suggested, the traffic was moving and got me close to where I wanted to go. The whole trip took about 25	06/15/2012	05:00	pm	Yellow_Cab_Co_op	240	240	An SUV type	No	CA/Hyde	Chestn ut/Scot t

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1146622	6/15/12 7:01 PM	The Four Seasons Hotel employee stated, "A few of our hotel guests were waiting at the taxi line and a Town Taxi cab pulled up. The guests told the driver where they were going and then the taxi driver just took off without them." - - - n/a	06/15/2012	05:45	pm	Town_Taxi_Cab	1150		Toyota Prius, orange?	No	backside of hotel at 755 Market St	n/a
1146673	6/15/12 9:34 PM	I got in the car he said I only take cash. I said ok no problem I have to make 2 stops. I told him I have to pick up my friend. He said tell him to come outside. I said I texted him he will be out. We get there and He said my friend is not there pay me. I said I'm not paying for half a trip. He locks the door and says pay me. He locked me in the cab and was taking off. I pushed off his arm and climbed into the front seat and fought him off and got out the front side door. He was going to come out and fight me and I got away and he sped off. - - -	06/15/2012	09:32	pm		1391		SUV - White	No	Chestnut and Pierce	Webste r and Beach
1146674	6/15/12 9:35 PM	My friend was taking the cab to my place and when the driver showed up, I was on my way down and he told my friend he was not going to wait on me and the he had to pay and get out. The cab driver then locked the doors and tried to drive off a little and my friend had to climb over the seat into the front seat to escape from the cab. Then my friend got out and I saw my friend climbing out of the front of the cab. - - - Did not know the cab company	06/15/2012	09:30	pm		1391		Black and Yellow	No	Pierce and Chestnut	Beach and Webste r
1146686	6/15/12 10:03 PM	We got in the cab and told him where we wanted to go. He said he is new and would not be able to return. We told him we would tell him how to get back. He refused. We told him we would call 311 and got out of the cab. We were about to get into another cab and the driver started yelling and would not let us board the other taxi. There was a verbal altercation with us and the driver. He blocked us off and would not let us leave. we finally got away in another taxi and he followed us for awhile and went away. - - -	06/15/2012	10:00	pm	Town_Taxi_Cab	9038	64927	Minivan - Orange	No	Fillmore Post	
1146697	6/15/12 10:49 PM	CALLER STATES I WAS WALKING ON THE SIDEWALK AND THE DRIVER ALMOST HIT ME AS HE WAS EXITING THE HOTEL.I SAID WATCH WHERE YOU'RE GOING. AND THE DRIVER SAID F YOU. YOU NEED TO WATCH OUT. - - - NA	06/15/2012	10:45	pm	Yellow_Cab_Co _op	646		YELLOW FORD SUV	No	4TH ST	MISSIO N ST
1146701	6/16/12 12:02 AM	This driver is just way too tired to be on the road. He was veering in lanes, slapping his face, putting water in his face, rolling the windows down. I asked him how late was he going to work and he said until 3 am. - - - /	06/16/2012	11:55	pm	DeSoto_Cab	1280		#8Z28466	No	SFO	Mission District

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1146705	6/16/12 2:41 AM	CALLER STATED WE BOARDED A CAB GOING TO THE INNER RICHMOND THE CAB DRIVER LIED TO US AND SAID THAT HIS MACHINE WAS BROKEN. BUT I KNOW THAT IT WASN'T. WE DIDN'T MIND PAYING CASH IS JUST THE FACT THAT HE LIED ABOUT IT. - - - DRIVERS CAB NUMBER WAS NOT DISPLAYED.	06/16/2012	02:00	am	Yellow_Cab_Co_op	2715	99999	YELLOW SEDAN	No	POLK ST WEST OF PINE	CLEMENT & 7TH ST
1146820	6/16/12 10:52 AM	driver refused credit card payment -- customer states "when I got in the taxi, and the driver stated to me he was not taking credit cards and I reminded him that he had too he did not care and got out of the taxi" - - -	06/14/2012	11:45	am	Alliance_Cab	1262	1262	n.a	No	Divisadero and Grove	n.a
1147042	6/16/12 9:22 PM	My two friends and I got in the cab and the driver started to driver off and then the driver asked where we were going and we told him. The driver said that he wasnt going to take us. Then the driver asked how where we going to pay. I said we were paying by credit card. The driver said that the credit card machine was not working. I could see that the machine was working fine. I said to the driver your machine is working and you have to take us to where we want to go because that is your job. The drive stopped the cab and got out and opened our door and said, "Get the F-out before I lay my hands on you." I said, "Oh, so your going to put your hands on a girl that's a really good ideal." Then the driver opened his trunk and got a baseball bat and threatened to hit my friend with the bat. Which at this point she had already gotten out of the cab. My other friend and I got out of the cab. The driver then got back in his cab and drove off. I called DeSoto Cab and told them what had happened and they said that they were going to pull the driver off the road for the night. - - -	06/16/2012	09:12	pm	DeSoto_Cab	757		blue ford escape suv	No	622 Green Street	
1147049	6/16/12 10:07 PM	Driver not making safe lane changes. -- Motorist stated that, "My husband was driving west on Hayes and the cab was going in the same direction in the eastbound lane. He cut us off trying to get into our lane because there was not enough room. So my husband rolled his window down and spoke to the driver while he was still in the eastbound lane.My husband asked him "What are you doing? you are in the wrong lane". The driver responded by saying "You don't know what your'e doing you motherfucking faggot, I'm gonna blow your brains out, fuck you, fuck you!" He was very rude and hostile. He continued on and made a left onto Laguna and a right onto Linden. We tried to contact Yellow Cab but that had us on hold a very long time." - - -	06/16/2012	10:00	pm	Yellow_Cab_Co_op	277			No	n/a	n/a

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1147077	6/16/12 11:28 PM	The caller states, "The driver refused service. We flagged him down and he stopped. The door was locked. He asked us where we were going & we stated outer sunset and he said he was getting off." - - -	06/16/2012	11:20	pm	Arrow_Cab	2936			No	8th & Folsom St	NA
1147103	6/17/12 7:28 AM	We got into taxi to go to Oakland Airport. He went a different way. My husband has GPS. He turned around but now hes overcharging us. - - - n/a	06/17/2012	06:40	am	Yellow_Cab_Co_op	623		Ford Escape	No	Hotel Nikko	Oakland Airport
1147106	6/17/12 8:04 AM	Overcharge -- customer states "I took a taxi from Castro and Market to 4th and Market i went to pay with my debit card and driver asked how much you want to charge including the tip, my fare was 12.85 , I told him to make the 14.00, he entered 14.00 into the tip which was a total 26.85 and then he realized the mistake the driver states "there was nothing that can done, until he turned his cab in at the end of the night, I refused to sign the receipt and he got load and abusive to me, i want to note that the driver initially refused to give his name or his cab number" - - -	06/17/2012	07:58	am	Yellow_Cab_Co_op	1063	1063	Yellow	No	Castro and Market	4th and Market
1147218	6/17/12 11:01 AM	Rude/bad attitude -- he had very terrible attitude , this is the first time in a sf taxi, I gave him an address 600 Airport blvd, I did not where it was, i only had a paper from work,it was confusing if it was san Francisco or South San Francisco, I then called the hotel and they said it was in Burlingame, Then the driver started shouting to me "I am losing money because of you, why did not tell me i was going to burlingame" I explained to him its not my responsibility, the driver was yelling and i travel all over for work and never had an experience, so terrible in a taxi, he very unprofessional, I did not fee lsafe becouse he was driving too fast, and 1 point my lap fell from the seat to the floor, and made an immediate stop and he was on edge the all tikme this was not exacley what i expected from taxi" - - -	06/17/2012	11:00	am	Arrow_Cab	1058	6619	1058 cab Id /66199	No	SFO Airport	600 Airport Blvd
1147344	6/17/12 4:12 PM	Driver making threats -- Patron states "I work at Arco gas station, the driver of the cab, pumped gas and then came and paid and then he asked for the restroom key. On Sundays we do not give out the restroom key for safety reasons. The driver asked me for the restroom key and I told him that "do not give it out on Sundays" and the driver said "hey I always come and pump over here, give me the key." I said "no I cannot give you the key." Then he said "f-you" and we were just cursing each other. Then right before he left he said "I will kill you." - - -	06/17/2012	04:00	pm	Yellow_Cab_Co_op	1249					

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1147401	6/17/12 7:17 PM	He refused to give back the poster to the man tht left it in the taxi cab. I told him i would pay extra money and he was not interested. We're visitors here for the US Open. The taxicab driver didnt even care and I dont think thats the way it should be. He drove right by the place and he knew the man and he knew where he was going and he refused to stop. I dont think thats the way life should be. - - - n/a	06/17/2012	06:25	pm	Yellow_Cab_Co_op	246		yellow cab, ford escort or escape	Yes	union and fillmore	Hyatt at the wharf
1147480	6/18/12 12:43 AM	CALLER STATES I WAS STANDING ON THE SIDE WALK AND I SAW THE CAB DRIVER SMOKING IN THE CAB WHILE DRIVING. - - - NA	06/18/2012	12:33	am	Arrow_Cab	450	9999	RED SUV	No	241 JONES ST	NA
1148318	6/18/12 2:51 PM	Motorist stated, &quot;On Sunday at around 1045 am suddenly the cab cut us off from the right, at Market St. We hit the brakes to avoid the accident. When my husband blew the horn, the drivers responded by sticking his entire arm outside of the window and showed us the middle finger, and kept on driving. - - -	06/17/2012	10:45	am	Arrow_Cab	2009		LP#8U82397 Arrow Checker cab	No	Market St & Gough St	
1148360	6/18/12 3:09 PM	Customer states: While I was waiting for the bus at intersection of Clay St/Hyde St., I observed this DeSoto Cab no. 510 ran a Clay Street STOP sign on southbound Hyde. - - - I called the police and they refer me to report this to 311.	06/16/2012	10:50	am	DeSoto_Cab	510		DeSoto Cab	No	na	na
1148420	6/18/12 3:44 PM	driver over charging meter without explanation -- meter read \$135.50 and driver actually charged us \$204.50 . Customer called to get the cab fare and they told him \$3/mile. So now driver is charging \$204.50 instead of the \$135.50. This is not fair since customer called in advance to get this information ahead of time. Customer most definately wants a call back from the Taxi commision. - - -	06/18/2012	03:45	pm	SF_Taxi_Cab	1311		white and tan ford escape	No	SFO	Bencia
1148582	6/18/12 6:25 PM	Customer states that "Northbound 280 to 19th Ave and Junipero Serra. He was in the # 3 lane, there was a 4 lane there. There was a solid white line and he kept on trying to get into # 4 lane without signaling and you are not supposed to go over a white line, it is illegal. It's called the gore point. Then when the light change to green, and it wasn't just me, his (2) front tires went into the 4 lane without signaling. Then when the light change to green and everybody proceeded to go forward, he did proceed into the # 4 lane and cross over that white line. Then he proceeded northbound on Junipero Serra and he was going in excess of 45 mph, I would estimate 50-52 mph into a 40 mile an hour zone. When he went from the # 3 lane into # 4 lane, it was heavy traffic. He went and never signaled at all while he was doing the excessive speed". - - -	06/18/2012	06:20	pm	DeSoto_Cab	1356		DeSoto Cab, small SUV	No		

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1149217	6/19/12 2:30 PM	I took a cab from SFO to downtown SF. This driver was very rude. She was on the phone talking to someone the whole time. She didn't help me with my luggage. I was trying to explain and show her how to get there and she wasn't even paying attention because she just wanted to go her own way. She didn't speak english very well and I had to repeat my destination about 5 times to her since she wasn't paying attention. Then she started yelling at someone over the phone in another language and she was mentioning the street names so I guess she wasn't very happy with me trying to tell her which way to go. Once she dropped me off I still gave her a tip but she was very rude and it was a very uncomfortable ride. She had GPS but she didn't want to use it. She didn't seem to know where it is. I kept telling her that it was Main and Harrison and she kept insisting on other street names and that is why I was trying to tell her how to get there because she seemed unsure of where to go. - - -	06/19/2012	12:30	pm	Yellow_Cab_Co_op	681		yellow sedan	No	SFO	Downt own SF.
1149802	6/20/12 11:02 AM	Caller does not like the taxi fare policy for taxi traveling to various other cities. Caller thinks it over priced and the Airport (SFO) and not terminating within the City limits, the fare will be 150 percent of the fare too much. Caller says that the driver placed the 50% as part of the tip. - - - Caller does not like the fdare police and feel being charge \$107 to go 24 Mile a bit much.	06/19/2012	10:04	pm	National_Cab	0214		National Vetrans	No	SFO	Ocean Colony Half Moon Bay
1149941	6/20/12 1:09 PM	Passenger ID # 157608- The patron stated that he was overcharged- The cab let the machine run while, The fare is suppose to be \$10.10 but he was charged \$12.35 -- Passenger ID # 157608- The patron stated that he was overcharged- The cab driver let the machine over run, The fare is suppose to be \$10.10 but he was charged \$12.35 - - -	06/19/2012	08:45	pm	Yellow_Cab_Co_op	344		Yellow Cab		Church and Market	975 Burnett

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1149979	6/20/12 1:50 PM	I GET INTO THE CAB AND I GAVE THE DRIVER THE ADDRESS AND I TRIED TO MAKE IT EASY FOR HIM BY TELLING HIM 21ST AND 3RD. HE STARTED PULLING OUT INTO THE LANES OF TRAFFIC AND DRIVING DOWN THE STREET TAPPING ON HIS GPS SCREEN TO GET THE DIRECTIONS. I ASKED HIM TO STOP DOING THAT AND HE TOLD ME TO GET OUT IF I WANTED. I TOLD HIM IF HE DID NOT KNOW HOW TO GET THERE THAT I WOULD TELL HIM. THIS WAS VERY DANGEROUS FOR HIM TO BE DRIVING AND USING THE GPS SYSTEM. HE SHOULD HAVE DONE THIS BEFORE PULLING OUT INTO THE LANES OF TRAFFIC. -- I GET INTO THE CAB AND I GAVE THE DRIVER THE ADDRESS AND I TRIED TO MAKE IT EASY FOR HIM BY TELLING HIM 21ST AND 3RD. HE STARTED PULLING OUT INTO THE LANES OF TRAFFIC AND DRIVING DOWN THE STREET TAPPING ON HIS GPS SCREEN TO GET THE DIRECTIONS. I ASKED HIM TO STOP DOING THAT AND HE TOLD ME TO GET OUT IF I WANTED. I TOLD HIM IF HE DID NOT KNOW HOW TO GET THERE THAT I WOULD TELL HIM. THIS WAS VERY DANGEROUS FOR HIM TO BE DRIVING AND USING THE GPS SYSTEM. HE SHOULD HAVE DONE THIS BEFORE PULLING OUT INTO THE LANES OF TRAFFIC. - - -	06/20/2012	01:40	pm	Yellow_Cab_Co_op	1030	9999	YELLOW CAB	No	CALIFORNIA AND HYDE	21ST AND ILLINOIS
1150204	6/20/12 6:39 PM	Caller stated that the driver was told where the passengers were going and once they got in the cab, he told them that he did not want to use the credit card machine, he only wanted them to pay cash and when the passenger told him that he wanted to have the option of using the credit card in case did not have cash to pay the full fare, at this time he told him that his shift was over and he did not want to go to the Richmond district and the driver got out of his car and demanded the passengers to get off and threatening the passenger, when the passenger asked him for his information because the passengers was going to call 311 to complaint about him, he told him that if he comes after him he will come after him too. - - - n/a	06/20/2012	06:38	pm	American_Cab	2233	99999	n/a	No	market at and 3rd st the westing hotel.	
1150207	6/20/12 6:44 PM	there was a fire close to pier 39, and the driver drove all over town, and a cab ride that should have costs \$10, cost me \$22, and when i asked why he was driving all over town he started yelling at me - - -	06/20/2012	06:40	pm	Yellow_Cab_Co_op	541	47104	yellow	No	nr coit tower	
1150212	6/20/12 6:50 PM	Patron states: "I asked if they take credit cards, he said the card machine is broken, we got into an argument and I called him an name he called me a name." - - -	06/20/2012	05:50	pm	Yellow_Cab_Co_op	9999	9999	Yellow Cab	No	NA	St. Francis Wood



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1150231	6/20/12 7:36 PM	patron stated that she used taxi often and he knows that the fare about \$25.00 the driver tried to persuade her and her husband to take route 280 but she knew it would take twice as long as route 101, and she know that at this time round 101 was ok with traffic, once they got in the freeway the driver was speeding the entire way, he was changing lanes left and right and even the patron has to ask him to slow down, she was tempted to call 911 and have the police to stop him she was afraid for her life, just a block when he noticed she was writing down his information he changed his attitude. - - - n/a	06/20/2012	06:40	pm	Black_White_Ch ecker_Cab	280	99999	n/a	No	sfo	575 hayne hillsbor ough
1150678	6/21/12 12:17 PM	Driver was mumbling to himself, cursing to himself, and partially watching the road. He was not paying attention to the road. - - -	06/21/2012	12:15	pm	Yellow_Cab_Co _op	1304	0000	Yellow Cab 1304	No	8th and Harrison	Mission and 3rd
1150768	6/21/12 3:33 PM	The patron states: The fare was 28.00 something. I gave the driver three tens and two singles. He threw the change money to me in a lot of singles. It scattered all over the place. I do not know where the money is or if he gave me enough. It would appear that he threw more than 4 dollars back to me. I was so mad that he threw the money at me. About an hour later, is when he came back and told me I short changed the fare. He should have realized this at the time of the transaction not an hour later. - - - The patron did not know the Cab Company name.	06/21/2012	02:15	pm		131	9999	Some kind of American flag painted on it, a sedan.	No	SFO	San Bruno Ave at Mansell
1150826	6/21/12 4:10 PM	Driver refused short-distance fare. -- Patron states "The cab was at the cab station. The Driver refused to take me after telling me the distance was too short. This led to my having to listen to the other cab Drivers argue with the first cab driver. None of the other cab Drivers would take me to my destination.">	06/21/2012	01:30	pm		226	999999	Red in color	No	Californi a and Montgo mery Sts.	
1151081	6/21/12 7:46 PM	unsafe driving -- cab number may have been 1119 instead OF 1116. Pedestrian WAS CROSSING AND IN THE CROSSWALK. Pedestrian had the crosswalk as it was still lit up with little white man. So this cab driver drove right into the crosswalk and then realized he was in the wrong so he starts backing up with out even loooking and about hit a few pedestrians. The pedestrians were all telling driver he was in the wrong and driver was yelling and arguing with everyone and even said that they needed to watch out where they were going. He backed up 2 different times and he did have passengers in the back - - -	06/21/2012	07:40	pm	Yellow_Cab_Co _op	1116		YELLOW		Market eastbou nd	crossin g from Hyde

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1151122	6/21/12 9:37 PM	Caller stated that the driver was speeding about 80 to 85 pmh, and waiving in and out of lanes, and tail gating other cars, when they arrived to his destination the caller told the driver that he was not comfortable with his driving the driver told him to get a life and to get out of his car. - - - n/a	06/21/2012	09:10	pm	Yellow_Cab_Co_op	486	99999	yellow	No	sfo	san mateo
1151146	6/21/12 11:32 PM	Patron states "The driver refuses to take me home for no reason. He started taking me the long way and I said he could go another way and then he started yelling at me. He just pulled over and I'm in the cab right now." During the conversation the caller got out of the cab just to see the cab company and the driver hopped in and took off. - - - n/a	06/21/2012	11:34	pm	Yellow_Cab_Co_op	1176		yellow cab company, sedan, maybe a toyota	No	market and 3rd	4th and mission
1151170	6/22/12 2:32 AM	CALLER STATES I WAS COMING FROM SFO AND HE TOOK 380& 280 WITHOUT ASKING ME WHEN I ASKED WHY HE DIDN'T TAKE 101 THE DRIVER SAID BECAUSE THERE WAS CONSTRUCTION. WHEN I CALLED 511 THERE WAS NO CONSTRUCTION ON 101. SO HE TOOK MY CREDIT CARD AND DID NOT USE THE CONVENTIONAL CREDIT CARD MACHINE HE USED HIS IPHONE AND ADDED TAXES & SURCHARGES. - - - CALLER STATES THE TAXI NUMBER WAS 4018900 & license plate#52687B1. CALLER GAVE EMAIL ADDRESS FOR CONTACT:hungn3@gmail.com	06/22/2012	02:12	am	Yellow_Cab_Co_op			YELLOW SUV HYBRID	No	SFO	BERKE LY CA
1151170	6/22/12 2:32 AM	CALLER STATES I WAS COMING FROM SFO AND HE TOOK 380& 280 WITHOUT ASKING ME WHEN I ASKED WHY HE DIDN'T TAKE 101 THE DRIVER SAID BECAUSE THERE WAS CONSTRUCTION. WHEN I CALLED 511 THERE WAS NO CONSTRUCTION ON 101. SO HE TOOK MY CREDIT CARD AND DID NOT USE THE CONVENTIONAL CREDIT CARD MACHINE HE USED HIS IPHONE AND ADDED TAXES & SURCHARGES. - - - CALLER STATES THE TAXI NUMBER WAS 4018900 & license plate#52687B1. CALLER GAVE EMAIL ADDRESS FOR CONTACT:hungn3@gmail.com	06/22/2012	02:12	am	Yellow_Cab_Co_op			YELLOW SUV HYBRID	No	SFO	BERKE LY CA
1151175	6/22/12 5:40 AM	Caller states "I received a phone call from the cab as I coming down the driver was honking. When I told him not to honk on my street and he drive off and honk 3 more times at 5:30am in the morning." - - -	06/22/2012	05:30	am	Yellow_Cab_Co_op	1145		yellow	Yes	3008 clay	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1151237	6/22/12 8:18 AM	Patron states appartently yellow cab hangs up on people.I called at 7:50am. I'm aware it takes about 15 to 20 minutes for a cab.I called back to see when the cab would arrive.They said they did not have me in the system.I waited over 25 mintues for a cab.Last week I waited over 1 hour for a cab.I had this one rude person who hung up on me.I've been using yellow cab in the past year and a half.It seem to be getting worse.I called to see if there were any cabs in the area.If they are busy they should tell me. - - -	06/22/2012	07:50	am	Yellow_Cab_Co_op			yellow	Yes		
1151669	6/22/12 2:56 PM	Pedestrian was crossing in the crosswalk at Howard St at Fremont.The cab was making a left onto Howard St from Fremont St.I step down to look over my shoulder I thought I made eye contact with the cab driver.I dont know if he saw me or not.I cab did not slow down.As the cab passed me the driver had his phone in his hand.Thats the reason why the driver did not see me.I ask him &quot;Are you even paying attention?&quot; - - -	06/22/2012	02:50	pm		2505		beigh with a black dumper			
1151773	6/22/12 4:41 PM	Customer states that "instead of bring us over heading west, he went north. I thought he was going to Polk, he end up going to the wrong direction; more than one time and he kicked us out of the cab. He's just trying to use/con people. He's going to do this to the tourist people and get their money." - - -	06/22/2012	04:25	pm	Luxor_Cab	1148		Luxor Cab, Small SUV	No	Green and Columbu s	Polk and Washin gton
1151794	6/22/12 5:02 PM	Patron states the taxi smelled like a pet or someone had defecated in it. I made a comment to the driver which he didnt respond to. It became clear to me that it was in the taxi. He also had some sort of perfume. he really was in no position to be taking passengers at that point. Because of the i only tipped him a dollar on a 50 dollar fare and he said you only tipped me a dollar and i said well i already complained about the smell and you didnt say anything. I asked for a receipt and then he told me he already gave me the change which he didnt. I had given him 60 dollars and asked for 10 back. - - - n/a	06/22/2012	11:30	pm	Town_Taxi_Cab	9040	47164	Town Taxi, SUV	Yes	SFO	Hyatt Regenc y on Market near Drumm
1151893	6/22/12 8:03 PM	Caller stated that he driver was rude one of the passenger, when the passenger asked to take them to the wharf and the passenger asked him if he know how to get there, the driver asked her if she knew where she was going, and that she did not have to tell him the same thing twice in a very rude way. - - - n/a	06/22/2012	08:00	pm	Yellow_Cab_Co_op	815	000000	yellow	No	2244 fillmore st	mason and north point

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1151944	6/22/12 11:01 PM	Unsafe cab ride. -- Patron stated, that "When I entered the cab it reeked of marijuana smoke. The driver was doing erratic driving, also yelling and bitching at the people on the street. I wanted to make sure Taxi Services is aware of this."" - - -	06/22/2012	10:30	pm	Veterans_Cab	2401				Fulton and Webster	16th St and Valencia
1151950	6/23/12 12:29 AM	I got in the cab in front of 595 Buckingham way and I told him where I wanted to go. When I got to the destination I gave him my paratransit card and I told him where to go and it said out of area. I called paratransit to let them know what was going on. I ended up paying cash for the ride and I told him he could do a slip and he proceeded to told me that's not how it works. I've been dealing with this for a long time and I'm not satisfied with how paratransit is handling this. i dont want him to try and charge paratransit when i paid cash. because that has happened without my knowledge - - -	06/23/2012	01:48	pm	Yellow_Cab_Co_op	0570		Yellow Cab	Yes	595 Buckingham	Serramonte
1151950	6/23/12 12:29 AM	I got in the cab in front of 595 Buckingham way and I told him where I wanted to go. When I got to the destination I gave him my paratransit card and I told him where to go and it said out of area. I called paratransit to let them know what was going on. I ended up paying cash for the ride and I told him he could do a slip and he proceeded to told me that's not how it works. I've been dealing with this for a long time and I'm not satisfied with how paratransit is handling this. i dont want him to try and charge paratransit when i paid cash. because that has happened without my knowledge - - -	06/23/2012	01:48	pm	Yellow_Cab_Co_op	0570		Yellow Cab	Yes	595 Buckingham	Serramonte
1152373	6/23/12 9:06 PM	Caller stated that the stop the cab, the driver did stop and then passed the passengers the passengers are black female, and there was a white couple across street, the white male got inside the taxi and the female went around to the right side of the taxi and the caller told her that they had stop the taxi, the driver told them that the white couple had called him, and at this time the white female stated that they did not call for the taxi. The caller asked the driver what is the car number and the told her it is on the side to the taxi. The caller feels that it was discrimination - - - n/a	06/23/2012	08:30	pm	Luxor_Cab	1142	000000	n/a	No	from the wharves	n/a
1152381	6/23/12 10:38 PM	Patron states "the driver said cash only and wouldnt take the paratransit credit card. he said his cab was in the shop and he had a temporary cab."" - - - n/a	06/23/2012	10:15	pm	Yellow_Cab_Co_op	2722		yellow can, sedan had 2722	No	mason and nearv	steiner and oak

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1152395	6/24/12 1:41 AM	refusal of fare - - - per patron - cab driver would not take patron to requested ending point	06/24/2012	01:42	am	Yellow_Cab_Co_op	960		yellow	No	church an market	30 & revera
1152396	6/24/12 1:51 AM	dangerous -- per patron - cab driver hit another car, when the driver from the other car came out to exchange info- the cab driver pulled a knife and mace and told the driver to get back in the car and leave him alone. - - -	06/24/2012	04:30	pm	DeSoto_Cab	1264	99999	DeSoto cab company	Yes	1300 Pacific Ave	W hotel - 3rd & Howard
1152668	6/24/12 9:46 PM	Driver refused to pick up 3 passengers and take them to the SFO -- Patron stated, that "I dispatcd a taxi for 9:30 pm for 3 people and luggage. The taxi came on time. When he pulled up we were saying our goodbyes and he told me there were too many people. I explained to him there are only 3 people and luggage going to the airport. He told me that was calling for another cab. He told me in broken english "I called them they are on their way";. The next cab, number 339, came in the exact same vehicle and took them to SFO. At the same time the cab driver was calling his dispatcher I was calling them also. It took me about 4 mins to get through to dispatcch and the driver had already left. I was told by the dispatcher that the first cab was showing as if he had a fare in his cab and his meter was running. This was not true and he did call to dispatch another cab. Had I not called to complain, the 3 passengers would not have made it to the airport on time, because another cab would not have been dispatched!" - - -	06/24/2012	09:30	pm	Yellow_Cab_Co_op	165		Yellow Ford Fusion	Yes	172 Caselli Ave	SFO
1152672	6/24/12 9:59 PM	CALLER STATES I AM IN A WHEELCHAIR AND WE WERE WAITING ON THE CORNER AND WHEN THE CAB DRIVER SAW ME HE SAID HE DIDN'T WANT PEOPLE WITH DISABLILTIES IN MY CAR AND HE LEFT. THEN HE WENT ABOUT 10' AND PICKED UP OTHER PEOPLE. - - - CALLER CAN BE CONTACTED AT:irenezamengo@gmail.com	06/24/2012	09:44	pm	Luxor_Cab	1096		WHITE, BLUE & RED SEDAN	No	GEARY	JONES
1152673	6/24/12 10:06 PM	I observed the cab driver with a Apple airbud on in one ear, and as I was exiting the cab I noticed he had earbuds in both ears and a paused video on his phone. Unsafe driving, safety issue for patrons and cab driver. -- I observed the cab driver with a Apple airbud on in one ear when I entered the cab, and as I was exiting the cab I noticed he had earbuds in both ears and a paused video on his phone. Unsafe driving, safety issue for patrons and cab driver. - - -	06/24/2012	09:57	pm	Yellow_Cab_Co_op	348		Yellow Cab	No	Mason and Post	20th and Bryant

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1152680	6/24/12 10:36 PM	Customer states that "I was waiting at Division and Brannan and the taxi cab pass by. I was flagging the cab, I was waiving my hand and the cab just passed me by. The cab was in service";. - - -	06/24/2012	10:22	pm				yellow	No	Division and Brannan	
1152686	6/24/12 11:04 PM	Very unsafe and hazardous driving. -- Patron stated, that "The driver would slam on the gas and let go continusly. He was going 40mph on the freeway. He was driving in the middle of two lanes and pulling in front of people that were doing 70mph on the freeway with no signal. Other drivers were honking at him. I had to tell him where to get the freeway or else I would have been on my way to Oakland. The is most scariest taxi ride I have ever experienced. The driver responded by telling me "You need to go to the hospital because you are going to have a nervous breakdown";! - - -	06/24/2012	10:20	pm	Arrow_Cab	9018		Arrow checkered cab/Mini Van	No	SFO	Taylor and Bush
1153052	6/25/12 12:10 PM	Customer went to get into De Soto Cab and the driver refused his fare because he was not going very far. - - -	06/25/2012	12:10	pm	DeSoto_Cab	1356		De Soto	No	Park 55 Hotel	
1153054	6/25/12 12:12 PM	Very Smokey taxi Cab Passenger ask driver if he could not smoke while he was in the cab, The driver yelled that it's already at passenger it's already out. Passenger decided to take a different cab. - - -	06/24/2012	07:45	pm	Yellow_Cab_Co_op	1254		Yellow possibly yellow cab Vehicle was a bybrid	No	By City haLL at hayes and van ness	Passenger got out
1153115	6/25/12 1:17 PM	Motorist states, "I was behind a tour bus, This taxi cut me off and almost hit me and I almost got into an accident because of it. " - - -	06/25/2012	01:10	pm	Arrow_Cab	2929		Arrow	No	Californi a	Mason
1153298	6/25/12 4:53 PM	He was driving like complete maniac. The driver was weaving saddling in all the lanes, very aggresive with lane changes. Multiple lane changes on the freeway, speeding 25 miles over speed limit. Speeding in city street. Never stayed in one lane the whole ride. Very aggresive driving by driver. Major safety issue for patrons and other drivers on the road. -- He was driving like complete maniac. The driver was weaving saddling in all the lanes, very aggresive with lane changes. Multiple lane changes on the freeway, speeding 25 miles over speed limit. Speeding in city street. Never stayed in one lane the whole ride. Very aggresive driving by driver. Major safety issue for patrons and other drivers on the road. - - -	06/24/2012	08:00	pm	Yellow_Cab_Co_op	1103		Mini SUV - yellow	No	SFO	Taj Campton Hotel on 340 Stockton

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1153550	6/26/12 12:55 AM	The cab driver made a left turn on a red light -- &quot;Caller is a motorist in a vehicle, driving on Laguna turned onto a one way street onto Fell. The cab driver made a left turn on a red light on Laguna into Fell Street. As I proceeded in the intersection, I had a green light, the cab driver already in the intersection as I approached, he made the left turn at the red light.&quot;; - - -	06/26/2012	12:36	am		587		Yellow cab	No	Laguna at Fell	Laguna at Fell
1153558	6/26/12 2:40 AM	patron stated that &quot; patron lost a wallet in a cab and called yellow cab and spoke with operator #13 and she was rude and called the patron an idiot and told him to wait untill morning&quot;; - - - NA	06/26/2012	02:20	am	Yellow_Cab_Co_op	9999	99999	NA	No	NA	NA
1153782	6/26/12 10:11 AM	Unsafe driving. -- Patron states "we were on the highway on our way here and the driver slammed on his brakes so hard that my bag flew on the floor, 3 different people honked at him, I don't know if he has every driven before, he is a terrible driver." - - -	06/26/2012	10:00	am	Yellow_Cab_Co_op	1293			No	SFO	Downt own
1153894	6/26/12 12:11 PM	The driver, was falling asleep, we had to keep talking to him so he wouldn't fall asleep. His eyes were rolling in the back of his head, he was also driving all over the place. I asked if he wanted to pull over to get coffee, he didn't say anything. I asked if he was falling asleep and he said he was fine. I was scared for my life. For the record I haven't ever complained about a cab before. I don't want to see anyone get hurt. - - -	06/26/2012	11:40	am	DeSoto_Cab	768		Yellow, smaller SUV	No	SFO	Westin on Market St

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1153981	6/26/12 1:38 PM	I WAS TRAVELING EASTBOUND ON BAY STREET ON MY BIKE. I WAS GOING ABOUT 20 MPH. THERE WAS A CAB DRIVER THAT WAS GOING IN THE OPPOSITE DIRECTION AND TURNED LEFT ONTO COLUMBUS FROM BAY STREET ALMOST HITTING ME. IT APPEARED THAT HE INTENTIONALLY TRIED TO HIT ME. I TRIED TO CALL THE CAB COMPANY AND THE MANAGER BY THE NAME OF RICH TOLD ME THAT IT WAS MY FAULT AND I SHOULD HAVE BEEN WATCHING OUT FOR WHAT I WAS DOING. THE TREATMENT IN WHICH I RECEIVED FROM THE MANAGER WAS BELIGERENT. -- I WAS TRAVELING EASTBOUND ON BAY STREET ON MY BIKE. I WAS GOING ABOUT 20 MPH. THERE WAS A CAB DRIVER THAT WAS GOING IN THE OPPOSITE DIRECTION AND TURNED LEFT ONTO COLUMBUS FROM BAY STREET ALMOST HITTING ME. IT APPEARED THAT HE INTENTIONALLY TRIED TO HIT ME. I TRIED TO CALL THE CAB COMPANY AND THE MANAGER BY THE NAME OF RICH TOLD ME THAT IT WAS MY FAULT AND I SHOULD HAVE BEEN WATCHING OUT FOR WHAT I WAS DOING. THE TREATMENT IN WHICH I RECEIVED FROM THE MANAGER WAS BELIGERENT. - - -	06/26/2012	11:09	am	Yellow_Cab_Co_op	1221	99999	YELLOW CAB	No	COLUMBUS AND BAY	N/A
1154269	6/26/12 6:58 PM	he told us he was not available and he took the people behind us, according to the door man he was avoiding traffic in the direction we were going, we had giants gear on and he knew we were going to the game. that is not acceptable - - -	06/26/2012	06:39	pm	Yellow_Cab_Co_op	391		yellow	No	market & 4th at the sf marriott	going to at&amp; p;t park
1154282	6/26/12 7:33 PM	I went to get in cab at 5th and Howard, I told the driver I was going to the Haight and he refused and took off. - - - I went to get in cab at 5th and Howard, I told the driver I was going to the Haight and he refused and took off.	06/26/2012	07:20	pm	Bay_Cab	995		Sedan	No	Howard and 5th	N/A
1154344	6/26/12 11:41 PM	I caught the cab on Van Ness and Market Street. I told him that I needed to go to Central & Waller. I told him to get on Haight. He did not oblige. I did not mind he went on Page, but he would eat him lunch on every stop sign. This made the trip longer. When we got to Centra, he tried to let me out, I had to remind him that I needed to go to Waller. He exploded on me. He was yelling at me and told me rude comments. Even when I left the cab he was screaming out profanities. - - -	06/26/2012	11:09	pm	Yellow_Cab_Co_op	525		Yellow	No	Van Ness & Market	Central & Waller



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1154359	6/27/12 2:14 AM	patron called and stated that " patron had a cab dispatched to his location at Stockton and Pine Street and was going to be taken to Sutter and Broderick and when the patron tried to pay the fare to the driver with a credit card the driver refused to take the credit card and drove the patron to Polk and Post after telling the patron that he would not accept the debit card and the driver was taking the patron to a ATM where the patron could get cash out to pay the fare during this time the driver used profanity words directed at the patron in the cab";. patron stated that " patron was on the phone with the police during this issue as he was being taken to Polk and Post Streets";. - - - It could be cab number 1249 or 1149	06/26/2012	02:45	am	Royal_Cab	9999	9999	Red and Gold	Yes	Stockton & Pine	Polk & Post
1154725	6/27/12 12:26 PM	Customer and 2 others tried to get into the Taxi cab to go to the Giants game. The taxi driver refused because it was a short distance. When they told the taxi driver they would complain he said "OK get it in";. When the customer opened the dorr to get in the driver took off leaving them at the sidewalk. - - -	06/27/2012	12:00	pm	American_Cab	1020		SUV		Marriot Marquee on 4th St	ATT PARK
1155165	6/27/12 10:36 PM	CALLER STATES THE BACKS OF THE CAB SEATS NOW HAVE MONITORS THAT LET YOU PAY WITH YOUR CREDIT CARD. THE SCREEN SHOWS COMMERCIALS ALL DURING THE RIDE. THE OLD SCREENS HAD A SWITCH THAT YOU COULD TURN THE COMMERCIALS OFF. HOWEVER THE NEW ONES DO NOT AND IT VERY DISTRRACTFUL. - - - NA	06/27/2012	10:30	pm				NA	No	NA	NA
1155344	6/28/12 9:25 AM	Customer stated I called Luxor cab to request taxi ramp at 8:45PM customer called three times at 9:30PM & 10:15PM and no ramp taxi showed the last phone call someone told the customer that they reported to the supervisor at Luxor cab at that time hour an half since she called for cab customer a small person and has unfolding walker the reason she request taxi ramp her walker won't fit in any thing customer end up catching ride with her son's friend from 8:45PM till 11:15 till she came home. - - -	06/26/2012	08:45	pm	Luxor_Cab				Yes	130 Holloway	196 Putnam
1155384	6/28/12 10:13 AM	Patron states cab driver's ID number is 064464. The cab was taking us from Perry's Restaurant on Steuart St. to AT&T park, he took us all the way up Howard st to 2nd st. This was consideraby out of the way. We complained and were told that he had to go this way to avoid a \$250.00 ticket. The fare was over \$10.00. It should have taken him half the time or less to get there and the fare should have been approximately \$5.00. We have taken a cab from that restaurant to t he park before and was never forced to take that route. - - -	06/26/2012	06:45	pm		9999	9999	unknown	No	Perry's Restaura nt on Steuart St	2nd St. & Townse nd

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1155470	6/28/12 11:40 AM	Speeding and driver reckless. -- Patron stated " Talking on the phone while driving, throwing trash out the window while driver. Speeding up and running red lights. And honking at other car while driving threw the red light. In the left turn lane hung at people. Disobeying the walking light and driving around people when they're walking through the cross walk. Driving at 75 to 80 miles on the freeway, he is a very unsafe driver." - - -	06/28/2012	11:40	am	Bay_Cab		65222	Black, Pruis	No	SFO	Grove & Polk
1155814	6/28/12 6:03 PM	Customer states "I'm an African American male and taxi number 1059 just passed me by and stopped down the block to let a non-African American get in the cab. This happens all the time and it's ridiculous."" - - -	06/28/2012	06:00	pm	Veterans_Cab	1059		Prius	No	Californi a and Main	
1156289	6/29/12 1:08 PM	Motorist states: I was driving behind this cab, a Toyota Prius. Its red light is working, but when cab driver took his foot off the brake, the rear running red lights were not on! They need to be fixed before someone rear ended it. Thank you. - - - See above.	06/28/2012	10:50	pm	Veterans_Cab	222		A Toyota Prius	No	na	na
1156681	6/29/12 10:10 PM	The caller states, "The driver ran a red light; stopped in the crosswalk and yelled @ pedestrians for walking while the light was green. He stated, "Are you trying to get killed?" - - -	06/29/2012	10:10	pm	Yellow_Cab_Co _op	1200		NA		Castro & Market St	NA
1156700	6/30/12 1:51 AM	The caller states, "The driver picked me up and I told him my destination was 3rd St. He kept complaining that he could not go out there. I was upset and crying. I heard him call me a B---h. He refused to go to my destination because he said I did not have cash. He also said he was going to call the police on me; I got out the taxi because I was frightened and did not want to go to jail for something I did not do."" - - - NA	06/30/2012	01:20	am	Yellow_Cab_Co _op	1382		Yellow cab	No	5th & Howard St.	
1156739	6/30/12 8:20 AM	A Taxi Driver cut in the Taxi line. -- This complaint is from a Taxi driver regarding another Taxi driver. The complaint is that this driver cut the Taxi line in fornt of several other taxi drivers and refused to move. - - -	06/30/2012	08:15	am	Town_Taxi_Cab	946	61637	Prius	No	St. Francis Hotel	
1156739	6/30/12 8:20 AM	A Taxi Driver cut in the Taxi line. -- This complaint is from a Taxi driver regarding another Taxi driver. The complaint is that this driver cut the Taxi line in fornt of several other taxi drivers and refused to move. - - -	06/30/2012	08:15	am	Town_Taxi_Cab	946	61637	Prius	No	St. Francis Hotel	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1157251	6/30/12 6:45 PM	Bicyclist said he was on 17th turning left onto Harrison started to turn left cab didnt stop at STOP sign and cut bicyclist off. Bicyclist said he was pissed and gave driver the finger. Cab driver continued to cut off biclyclist after dropping off fare. Pulled up behind bicyclist and was sort of crowding bicyclist who kicked his cab. Driver rolled window down and exchanged words with customer and attempted to mace bicyclist. Driver then turned left onto Cesar Chavez and drove off. Customer called SFPD waiting for officers to show up - - -	06/30/2012	06:29	pm	DeSoto_Cab	925		could be a hybrid hatch back two tone blue with white	No		
942328	8/16/11 10:18 PM	I put my brother (who was visiting the city) in a cab to go to the Montgomery BART station, and he would then take BART to SFO. The cab driver told him BART was shut down at Daly City and my brother would be stranded there, and for only \$10 extra the cab driver would take him to SFO. Once the cab approached the airport, the fare was \$41. My brother gave him a credit card but the driver said it was cash only. My brother called me for advice. I was upset because I knew BART was NOT shut down, so the driver had lied, and I also know that cab drivers by law need to take a credit card if they go to the airport. My brother told the driver this. The driver got very upset and threatened to take my brothers' bags, I told my brother to find an airport worker or security guard to help him out and the driver followed him into and through the airport, screaming and harassing him. - - - Not sure what cab company. I know it was not Yellow Cab, altho the cab was yellow. They told me to call 311 but I haven't gotten through to anyone yet.	08/16/2011	09:45	pm		280		yellow, car - not SUV	No	Columbu s & Stockton , San Francisc o	SFO
945206	8/21/11 4:26 PM	On August 19, I took Cab 33 from Royal Taxi from SFO to my home in Cow Hollow. On 101 North, the driver went to the far left lane and started tailgating the car in front of him at 80 mph. I estimate the distance behind the car in front of us at 15 feet. I asked him to drop back and give us more room. He then became agitated. He yelled at me that he was driving like everyone else. He then yelled that if I didn't like it, he would drive very slowly. He then suddenly veered the car into the far right lane from the far left lane and proceeded North at 60 mph. I asked him to resume a normal rate of speed in a middle lane and he refused. - - - Dangerous driver, rude and scary.	08/19/2011	08:00	pm	Royal_Cab	33		Gold and red sedan	No	SFo	Vallejo and Fillmor e

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
950627	8/29/11 4:54 PM	I travel every week from Seattle to SFO for cancer treatment at UCSF Mt Zion hospital. I always pay by credit card (Visa) so I can track my expenses. This afternoon upon arriving at my destination, I add a \$5 tip to the fare and handed the driver my credit card. He turned and said cash-only. I told him that his sign indicates he takes credit cards. He said his company takes 5% and he wanted cash. I told him I won't pay cash. After a few tense minutes, he accepted my card and departed in a 'huff'. What's going on here. Are all SF taxis that rude? I fell like I was shaken down by this guy. - - -	08/29/2011	14:07	pm	National_Cab	0028			No	Sfo	UCSF - Mt Zions, 1600 Divesa dero
951637	8/31/11 8:36 AM	He picked up another passenger at Van Ness and Pacific while I was already in the cab. - - -	08/31/2011	07:20	am	Luxor_Cab	954			Yes	2171 Pacific Ave, San Francisco, CA	1st St and Mission St, San Francisco, CA
956175	9/6/11 8:33 AM	I am a paratransit passenger and was supposed to have a pickup from 50 Francisco after my MRI at 3:30. At 3:15, the shuttle driver called to tell me she was running very late and had asked dispatch to send a DeSoto cab to pick me up. She said to pay the driver \$2 just as I would for a paratransit shuttle. The MRI facility closed and I had to sit outside on a metal bench waiting. At 3:45, I called paratransit dispatch who called DeSoto dispatch and he said the driver should be there any time (I had to hold for 10 minutes). At 4, I again called paratransit dispatch who called DeSoto dispatch and he said the driver should have been there. He would try to find another driver. It was very cold outside and since I hadn't brought a coat (assuming I would have been home or waited indoors), I was shivering. At 4:30, I called Luxor and their dispatcher said it would be 30 minutes for a pickup. A security officer had seen me sitting on the bench for over an hour and I explained the problem. I walk with a cane and didn't want to stand on Bay Street hoping to flag someone. At 5, a Yellow cab turned the corner, the security officer sprinted to the driver and asked him if he could take a fare. He could and did, and I called paratransit dispatch as well as Luxor to cancel. I finally reached home at 5:25. The fare was \$13.40 and I gave him the \$2 I had for the original ride as a tip. - - - I understand paratransit was swamped and the driver was late because it is a shared ride custom and she was overbooked. I understand DeSoto was swamped because it was the	09/02/2011	03:45	pm	DeSoto_Cab				No	50 Francisco Street	1008 Larkin Street

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
956567	9/6/11 1:25 PM	<p>Re: Dangerous conduct/behavior on behalf of the driver of Yellow Cab number 436</p> <p>To Whom It May Concern,</p> <p>I am writing to express my concerns and would like disciplinary action to be brought against the driver who drove Yellow Cab number 436.</p> <p>My husband and I, and a friend of ours had hailed a cab in front of our hotel, the Westin St. Francis at approximately 11:50 pm on the night of Saturday, September 3, 2011. Upon entering the taxi cab, we informed the driver that we needed to make one additional stop at another friend's hotel, the Renaissance Stanford Court, before continuing on to our destination off of Geary and 25th Street. Unlike most of the other taxi cab drivers that we had interacted with throughout our trip, this particular individual made us feel as though we were inconveniencing him stating, "fine, but tell your friend to be ready outside because I don't want to wait."</p> <p>Once our friend was picked up we continued onto our destination of Geary and 25th Street. The driver proceeded to pick up speed quickly on Pine Street between Powell Street and Presidio Ave. As I watched from the back seat, the driver started to make very dangerous decisions disregarding the lives and safety of his passengers as well as other drivers and pedestrians on the road. His speeds reached at least 60mph, but at some point felt as though he was traveling faster because he would purposely not apply the brakes as he approached red-traffic lights. As he drove faster, racing other cars, and running red lights, I feared for my life. His actions made me feel powerless, because while all of us were clearly saying that he was driving way too fast he chose to ignore us and continued to go faster, I myself feared that his unpredictability and inability in</p>	09/03/2011	11:45	pm	Yellow_Cab_Co_op	436		Yellow, SUV, seats 4 passengers	No	Westin St. Francis Hotel	Geary & 25th Street
956861	9/6/11 5:39 PM	Driver was speeding and then merged into my lane in front of my car, leaving only about a foot between bumpers, causing me to brake on the freeway. - - - I called the office #, (415) 206-1908, and the person who answered said they didn't know who was driving that cab.	09/06/2011	03:40	pm	Bay_Cab	119		White and tan sedan, Bay Cab #119		NB 101 Brisbane	NB 101 speeding away towards SF after almost clipping my bumper
960284	9/11/11 11:05 PM	Asked how far, refused to take - - - Would not take short fare	09/11/2011	10:20	pm		9022		Minivan	No	Divisadero and Fell	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
962475	9/14/11 5:13 PM	Driver of Beige and Orange colored cab... Town Taxi ? 2506 Driving unsafe in neighborhood, burning rubber because he was annoyed I was taking too long to cross the street. So once I started to clear the intersection (I was not clear yet) he started to burn rubber in a wide arc going from westbound Mariposa St to North Bound Connecticut St. Tried to file a complaint with the company but the operator said no one in management was available. - - -	09/14/2011	05:00	pm	Town_Taxi_Cab	2506		Beige and Orange colored Ford??	No		
964038	9/16/11 5:33 PM	I took a taxi from 2861 california st (my home) to 1310 9th ave (on the run shoe store), and I was charged \$15 including tip for the taxi fare. The Luxor Cab driver (0877) first charged me with \$115 and told me he made an mistake and cancelled charge. He then charged me the correct amount with \$15. However, it showed on my bank account that he never cancelled the charge and I never signed the receipt with \$115. - - - I tried to call the accounting department in that company, nobody ever picked up the phone or called me back. I tried to call the manager in the company, and the person was not willing to help me.	09/14/2011	04:49	pm	Luxor_Cab	0877		normal taxi	No	2861 California St	1310 9th ave
969695	9/25/11 7:13 PM	taxi driver was parked on 9th Ave between Irving & Judah, & pulled out into my lane as I was passing him on my bike -- he first looked at me in his side-mirror. I had to swerve into the Muni tracks. I rapped on his side-window and he said "why'd you do that, you piece of shit" and "you want to get beat up?" - - -	09/25/2011	06:45	pm	SF_Taxi_Cab	2103		taxi van			
974526	10/1/11 6:09 PM	We had 2 large suitcases. Driver did not get out to help load suitcases or even come around to open the rear hatch door. I asked him whether he was going to help and he said no. When I had loaded the second suitcase he came to the rear of the taxi and I said it was too late. After we had started the journey I explained we had come a long way (from France) and were very tired. He said he also had a long day. He then suggested twice that we could get out of his taxi and take another taxi. Driver was rude, discourteous and sounded aggressive. - - -	10/01/2011	04:05	pm	National_Cab	1370		National CAB, Yellow and Green,	Yes	Glenn Park BART	Noe Valley and Eureka Valley

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
977608	10/5/11 3:20 PM	<p>I took this cab (orange color - it was wbritten as city cab on the car and the receipt says &amp;quot;town taxi cab&amp;quot;;. i dont know what is the right one the cab number is 293) cab from SFO airport to San Jose an hour back (10/05/2011 around 2pm) . When i boarded the taxi the driver said i have to pay 1.5 times for above 50 miles. I am very sure it is not above 50 miles. Anyway i told him i will pay the meter. When i got down the meter showed \$92 and he said i have to pay him \$150. i was shocked and when i said i'm overcharging he started shouting at me. i did not want to deal with him on the road so i gave my card and he said he will accept only cash.. i did not have cash and he wanted to hold on to my baggage until i get the cash from home . I had to leave the bag to him and walked to an atm nearby to give him \$150.</p> <p>Also the car's condition is pathetic. stitched cloth..bandages.. cello tapes on the arm wrist.. few syringes on the floor mat .. horrible..</p> <p>it's a hybrid car.. i think it's a toyota prius.. i dont want anyone else get affected by this guy.. hope you will do something.. - - - I took this cab (orange color - it was wbritten as city cab on the car and the receipt says &amp;quot;town taxi cab&amp;quot;;. i dont know what is the right one the cab number is 293) cab from SFO airport to San Jose an hour back (10/05/2011 around 2pm) . When i boarded the taxi the driver said i have to pay 1.5 times for above 50 miles. I am very sure it is not above 50 miles. Anyway i told him i will</p>	10/05/2011	02:45	pm	Town_Taxi_Cab	293		orange color - it was wbritten as city cab on the car and the receipt says &quot;town taxi cab&quot;;. i dont know what is the right one the cab number is 293)	Yes	SFO Airport	San Jose
979247	10/7/11 10:00 PM	<p>I got in this cab and it so reeked of smoke that I could barely breathe. this is not an uncommon experience with Yellow Cab. I also noticed the absence of any no-smoking placards in the cab. If the law says no smoking for passengers, the driver should not be smoking either. It makes for a very uncomfortable ride.</p> <p>Thank you for your attention to this matter. - - -</p>	10/07/2011	09:40	pm	Yellow_Cab_Co_op	2708			No	Hyatt Embarcadero	
980084	10/9/11 10:24 PM	Refused to accept credit card as &quot;they charge me 10% so cash only&quot;;. - - -	10/09/2011	10:05	pm	American_Cab	360		4 door hybrid suv, black	No	25th and valencia	Irving and 8th

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
981100	10/11/11 1:06 PM	I hailed a cab at the corner of Geary and 23rd Avenue for a friend who was intoxicated. I spoke to the driver through the open passenger window. he first said he didn't know the address, but when I showed him a map on my phone, he then said he didn't want to take the fare. I offered to ride with my friend, making it a round-trip fare and allowing me to make sure my friend made it home safely. The driver flatly refused. I said "I understand. But tell me your cab number". At this point, while I was still leaning on the cab window, he sped away. I was thrown into the street headfirst, and suffered multiple lacerations and a dislocated finger on my right hand. - - - SFPD Incident Report #110753200	09/18/2011	08:15	pm	Yellow_Cab_Co_op	1137		Yellow Cab	No	Geary @ 23rd Avenue	
983037	10/13/11 10:21 PM	A friend and I (both females) hailed Yellow Cab #587 on Fillmore Street outside of Citizen Cake. We indicated that we would want to make two stops - 18th & Mission and 28th & Guerrero. He asked us to get into the cab, but as soon as we got in, he demanded to know why we were not taking two different cabs and harassed. We responded that we were going in the same direction and wanted to talk to each other, but that he didn't have to drive us if he didn't want to. He insisted we had to pay him the \$3.50 for picking us up even though he had not even driven us 1 block. He locked us when we demanded to be let out and continued driving a few blocks, when we decided to open the windows and try to unlock the doors ourselves. He eventually let us, but we had felt unsafe in his car (and told him so). - - -	10/13/2011	09:30	pm	Yellow_Cab_Co_op	587				Fillmore St and Sacramento	Destination was Mission but we got off at Pine because we felt unsafe
986356	10/18/11 7:18 PM	Wreckless driving. The driver was coming up Pine street from Van Ness. The driver took the LEFT TURN ONLY lane and was driving at a very fast speed. He did not make a left turn and cut in front of my vehicle almost causing an accident. I had to avoid his vehicle.  I take Pine street all the way to Presido to go home. He continued driving on Pine Street very wrecklessly.  There were customers inside the vehicle as well. - - -	04/19/2011	05:48	pm	SF_Taxi_Cab	126		White - Toyota Prius	Yes		



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
988560	10/22/11 3:27 AM	refused to drive me to my home once he learned it was in the sunset -- got into the cab, told the driver my destination. He said that was too far because he was getting off his shift soon. I told him I was sorry about that but I would tip him well if he was willing to take me to the sunset. He said no, I asked to see his badge number and said that to my knowledge he was required to take any fare in the city if he was accepting fares. He again said that his shift was almost over and told me to get out and then accepted the fare of the next person to get in. - - -	10/22/2011	02:00	am			52196		No	Duboce and Valencia	
989234	10/23/11 2:21 PM	Driver drove me from airport to downtown hotel (3rd street) at speeds in excess of 85 mph, changing lanes multiple times. It was unsafe and dangerous driving. - - - The driver was a nice and courteous man but drove very dangerously. I would not get in his cab in the future.	10/23/2011	01:00	pm	Arrow_Cab	989		Toyota Prius	No	SFO Airport	Westin Market Street

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
991056	10/25/11 11:04 PM	<p>My girlfriend and I were crossing 2nd at Market at 854pm tonight (October 25th 2011).</p> <p>We were crossing in the crosswalk with a white cross signal. Yellow Cab Number 767 accelerated sharply (from being stopped at a red light) turning from Market (eastbound) into 2nd street southbound.</p> <p>We were approximately 10 feet out into the crosswalk, the cab accelerated and forced us to stop in our crossing. He would have hit us otherwise. The incident left us both shaken.</p> <p>The driver definitely saw us. He passed within a few feet of us, the crossing was well lit, and my girlfriend made eye contact with the driver.</p> <p>This driving is totally unacceptable, unprofessional and dangerous. The driver did not only almost hit us, but was driving too fast - i.e. breaking two traffic laws.</p> <p>I ask that this incident is added to the drivers record and you discipline him accordingly. Please confirm what actions are being taken.</p> <p>Very truly yours,</p> <p>Richard Boardman PhD Emily Wages JD 1777 Hayes Street San Francisco CA 94117 - - -</p>	10/25/2011	08:54	pm	Yellow_Cab_Co _op	767		Yellow cab 767			

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
991449	10/26/11 1:08 PM	<p>On Wednesday October 26, 2011, at about 12:35, on Taylor at Market, I had to span lanes due to street conditions. Cab responded by honking, yelling at me, asking repeatedly "how many lanes do you need", and cutting me off repeatedly as I proceeded north on Taylor.</p> <p>Driver's response was inappropriate, rude, reckless, and endangered his passengers and those sharing the road.</p> <p>I photographed the taxi and notified the driver I would report this incident to 311. Other than this I did not respond or retaliate (honk/yell/drive aggressively).</p> <p>While I may have spanned lanes, it was due to conditions at a busy, congested intersection with heavy vehicle and pedestrian traffic. Again, driver's response was unwarranted and illegal. - - -</p>	10/26/2011	12:35	pm	SF_Taxi_Cab	1028	n/a	Orange acab with yellow trim, Nissan hybrid, California license plate 53370B1 with "san francisco taxicab" in white on rear bumper & sides		n/a	n/a
994017	10/30/11 11:41 AM	<p>Myself and 3 others were picked up at approximately 2am on October 30th at location, 625 2nd Street San Francisco, CA 94107 by taxi driver Anh Tran 1208 Yellow Cab #94. The request was to be taken to West Portal (Taraval &amp; 14th Ave.). The driver headed North on 2nd Street, Left on Harrison, and continued down Harrison past the 4th street on ramp to 80 and the 7th street on ramp. I questioned how he was going to West Portal and he immediately started yelling at me that he knew how to get there, unfortunately I couldn't quite understand him through his accent. After about a minute of me calmly asking about the route he was taking, he then said he was going to find police because I was blocking his mirror with my hat that was in my hand. I put my hat on my lap and he continued to berate me that I was going to cause an accident even though the hat was no longer in my hands or blocking his view. He turned Right on 11th St. then Right on Folsom where he asked Sgt T. Lee #798 to remove me and my friends from the cab because we were putting him in danger. We exited the cab and Mr. Tran still had not stopped the meter, Sgt. Lee had to ask him to twice to stop the meter. I paid the \$10 fare and had the officer collect the driver information. - - - This is unacceptable service. This driver is smart and using the system to his advantage. It's my opinion the fastest route to West Portal from 2nd Street was taking Route 280 or 80.</p> <p>How do I recover my \$10 fare and receive an apology from this cab driver?</p> <p>Please email me.</p>	10/30/2011	02:00	am	Yellow_Cab_Co_op	94	1208		No	625 2nd Street San Francisco, CA 94107	11th & Folsom

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
997012	11/3/11 9:41 AM	<p>During a short ride from Oak Street and Masonic to Oak Street and Fillmore, I encountered several problems with the cab driver, as listed below.</p> <p>-Cab driver turned meter on about a block before he picked me up. When I asked him why, he yelled at me that I was a terrible person who did not believe in a Christian God.</p> <p>-Proceeded to yell at me for the entire cab ride, using curse words, attacking my religious beliefs (though I never told him what mine were), telling me I was a terrible, mean person who deserved terrible things, etc.</p> <p>-went past my destination, and yelled at me that I should have said just after Steiner rather than just before Fillmore.</p> <p>-went backwards on Oak Street for an entire block into oncoming traffic.</p> <p>-kept the meter running while he yelled at me and backed up. I said I would pay the fare as it was when he first stopped the car, as he had already admitted it was wrong to start the meter early. The fare at that time was \$5.70. I gave him the fare, and he said he was going to call the police if I didn't pay the increased amount. At this time he still had the meter running. I said I didn't mind if he called the police as I had done nothing wrong.</p> <p>At this point, he was turning around in his seat, continuing to yell, and he also began to gesture with his arms in a way that made me feel physically threatened. I took out my phone to call the police, and he said that no, we would drive around until we found a</p>	11/02/2011	10:11	pm	Arrow_Cab	933		small minivan, I think. Yellow and Orange. Arrow cab company, had stickers on the left passenger window.	No	Oak Street and Masonic	Oak Street and Fillmore
997506	11/3/11 9:58 PM	See below. Driver originally pulled over but when he realized there were four people in the fare he stated he was on call. When I stated that I noted his badge number he became verbally abusive and threatening. -- Driver pulled over when he noticed two people for th fare. As soon as he realized it was four he stated he was on call and refused the fare. I stated that I noted his badge number and would file a complaint and he became verbally abusive and threatening. - - -	11/03/2011	09:30	pm	Yellow_Cab_Co_op		1131	Yellow cab Ford Escape	Yes	Corner of clay and sansone	Same
999514	11/7/11 2:46 PM	Drivers most of the time do not want to come to this side of town, which leaves seniors unable to shop. -- At Safeway (4950 mission)with groceries and waited near an hour, and still no taxi. Had to put my items back and take the bus home! This happens on a regular basis. I know it's not a huge fare, but why is this side of the city always ignored? - - -	11/03/2011	01:00	pm	Yellow_Cab_Co_op						

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXST ART	TXTE ND
1001165	11/9/11 3:55 PM	The cab driver talked on his phone (no hands free), yelling in Arabic at some times, and did not wear a selt belt while exceeding speeds of 70mph on the freeway. - - -	11/09/2011	03:53	pm	Yellow_Cab_Co_op	820	66028		No	201 Mission	SFO
1001427	11/10/11 6:03 AM	After I got into the cab and we began our trip, the driver indicated that he took cash only, which I understand is against an SF ordinance. - - -	11/09/2011	09:35	pm	Bay_Cab	655			No	Californi a and Davis	Sacram ento and Locust
1007769	11/19/11 5:21 PM	I am a taxi driver and I was driving next to Yellow Cab #583 on Saturday, November 19th. I saw the driver for #583 intentionally pass up two African Americans on Hyde and Eddy. My fear was confirmed when the driver picked up a white passenger just a few blocks over on Hyde and Market. Ofcourse there are two sides of every story, but the fact he picked up a white passenger only blocks from denying the black passengers a ride confirmed he was profiling. - - - I am tired of cab drivers racially profiling people and giving other cab drivers a bad name. Fares should be open to all people	11/19/2011	01:00	pm	Yellow_Cab_Co_op	583		Yellow			
1010700	11/25/11 6:34 PM	Taxi license plate 01949d1 Cab driver driving very aggressively on grant avenue In single lane stop and go traffic on grant avenue prior to lights to take a right onto sutter street the cab driver actually pulled from behind my car onto the wrong side of the road and then pulled in front of me cutting me off even though he had no where to go I have never witnessed anything like this in over 24 years of driving When I asked him what he was trying to do though my window he became very abusive and aggressive. I noted his license plate and notified him that I would file an official complaint. This taxi driver is a danger to the public I'm horrified that he is driving people around San Francisco under license of the city of San Francisco I did not get his cab # or driver badge # as I was in my car with my children, I hope the California license plate I noticed from his vehicle is sufficient - - - Please contact me with an additional questions.	11/25/2011	12:10	pm	SF_Taxi_Cab			Toyota camry hybrid	No		
1011916	11/28/11 9:58 AM	Got cab from taxi line at SFO. Told taxi dispatch person at island that we wanted to use credit card (like always). When we arrived home in SF, the driver told us that he would only take cash, unless we would pay a \$3 credit card fee. He said the credit card fees were killing him and he needed to make up the difference. We refused to pay this fee, and paid cash (luckily, we had enough on us). - - -	11/25/2011	09:45	pm	Arrow_Cab	1011		Arrow cab	No	SFO	1946 Grove Street

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1013171	11/29/11 2:38 PM	Sunday November 27, at 3:20PM placed cab reservation online with Yellow cab to be pickup at 9PM same day in residential area in SF in Sunset district with notes going to SFO. 3:21PM received email confirmation. "Your order for taxi service with Yellow Cab has been booked. Your confirmation number is your phone number. Thank you for using Yellow Cab." Called Yellow cab to confirm. Got answer everything in tact. At 9:10PM called yellow cab to find out the reason cab not show. After over 5-7 minutes wait time was able to reach dispatcher. I think his name Michael. He simply answered reservation and confirmation can not guaranty cab would come. Since I had to go to SFO it was so frustrating. Dispatcher also was unable to provide any estimate when cab come, he just said that no driver pickup the order yet. I think someone should be responsible to fulfill reservations - - -	11/27/2011	09:00	pm	Yellow_Cab_Co_op				Yes		
1018918	12/7/11 5:47 PM	Cab driver stopped, asked our destination, and refused because it was the Richmond district. - - -	12/07/2011	05:30	pm	Yellow_Cab_Co_op	1285		Suv	No	Pine & sansome	35th and balboa
1020880	12/11/11 1:32 AM	I just got out of cab 9055 at 1:10 a.m. for a ride from the corner of Ashbury and Haight St to Broderick and Jackson. He ran 2 red lights, one on the corner of Masonic and Euclid, where a right turn was deemed not acceptable during a red light, and there was a car on the left adjacent corner who was driving at the same time in the same direction. The second red light (going straight from Broderick across California) started off as a yellow, in which the driver reduced speed, recognizing that the light was yellow, but consciously decided to run it, resulting in the light turning red at a quarter of the way into the intersection. In addition, he stopped at several green lights for no apparent reason, leaving me to believe, at the very best of assumptions, that he didn't know where he was going, but not caring to ask instead of causing an unsafe driving habit. I believe this behavior to be incredibly reckless and dangerous. - - -	12/11/2011	01:10	am	American_Cab	9055		Minivan with sliding door	No	Haight St at Ashbury	Broderick St at Jackson

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1024628	12/16/11 1:03 PM	We were getting off the BART stop and needed a taxi to the Wharf. We flagged an open taxi and they pulled over and rolled down the window; we told them where we were going and tried to open the back door to get in and he quickly locked it and said that he wouldn't take us there. I told my boyfriend who I was with, 'I don't think he can accept passengers and then refuse our fare.' The taxi driver then put the cab in park and started cursing at me. He screamed at me "fuck you, fuck you, i can do whatever i want. don't you tell me what to do fuck you..." over and over again. We started walking away and he kept screaming at us and then tore off recklessly. - - - We never ended up getting in; had he finally accepted the fare we wouldn't have gotten in. He was so volatile I was actually scared that he was going to get out of the cab and come after me.	12/08/2011	03:00	pm	Yellow_Cab_Co_op	292		I am pretty sure it was a Yellow Cab; was a Ford Scape SUV taxi.	No		
1025356	12/18/11 2:39 AM	Overcharging and rude/discourteous. Driver demanded that we restart the meter for two stops. Told him that wasn't within the rules and he demanded that we get out of his cab. Said that he was only asking for an extra \$3.50...that if he was asking for an extra \$50 then it would be within our rights to call the Taxi authority. - - -	12/18/2011	02:30	am	Yellow_Cab_Co_op	1330		Yellow cab	No	Geary & Van Ness	Wood Street
1029508	12/24/11 5:22 PM	Last night we decided to try and skip the rude phone dispatchers at Yellow Cab SF and try their website instead. The website instructed us to call if we didn't receive an e-mail confirmation in 5 minutes. 10 minutes go by, so I call. 10-15 minutes on hold. At which point the dispatcher expresses annoyance at us calling, despite their website's instructions. I apologized for the inconvenience I caused him by trying to be a patron of their service, and asked if I should call elsewhere instead? He said "Yes!" and hung up. - - -	12/23/2011	21:00	pm	Yellow_Cab_Co_op						

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1032391	12/29/11 9:48 PM	<p>Sir,</p> <p>I came to USA in May and June 2011 as tourist and had great time in your country except 1 incident which took in the last stage of my stay when a taxi driver cheated me. The incident was of 14th June morning when I took a taxi from Holiday Inn, Civic Center Hotel, 50 Eighth Street, San Francisco for Greyhound bus station terminal.</p> <p>Before check out, the hotel reception informed that Greyhound terminal is nearby and the maximum fare by taxi will be around \$8.00</p> <p>On coming out of hotel I met taxi driver along with his Limo and he offered me to drop at Greyhound terminal at a charge of \$ 10.00. I agreed for the same as I was in hurry and we started the drive. After few minutes, he parked the car on road side and told me that he is not allowed to drive further and the Greyhound station is at the corner of the road.</p> <p>I paid him \$ 10.00, took my luggage and start walking towards the corner of the building and to my surprise and shock, the Greyhound terminal was not there. I enquired from the people and they informed me Greyhound terminal is still far away and I have to walk down another 15 to 20 minutes along with the heavy luggage of mine.</p> <p>After reaching Greyhound terminal, I came to know that he dropped me less than half way and the rest I had to walk down.</p> <p>I was total upset and immediately a good governance image of USA was shattered and I was forced to think the cheaters are also part of USA. I wanted to file a complaint but because I was already late and my bus was about to leave, I could not do so and I even didn't had the taxi number with me.</p> <p>I came back to India but this incident remained in my mind but as I didn't have any clue, I could not do anything but today I traced a business card which that taxi driver gave to me. The details printed on the said card are :</p> <p>JT Limo Service Jacky Tran</p>	06/14/2011	09:00	am							



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1034400	1/2/12 3:45 PM	The driver of Regents Cab #88 refused our fare unless we agreed that he could charge us a minimum of \$10 on a credit card. He claimed that this is "company policy". We told him that we did not want to do that, and upon exiting the cab he started screaming at us, saying that the person I was with "slammed the door" of the cab. He continued following us down the street (Columbus Ave in North Beach) screaming expletives and beeping his horn at us. - - - This was a disturbing experience as there were many people watching as the driver followed us, screaming and swearing.	01/02/2012	01:40	pm	Regents_Cab	88		Blue Ford Escape		Columbus Ave (near Broadway)	n/a
1042486	1/12/12 1:13 PM	<p>This cab driver picked me up from SFO and as he drove away from the curb he said "you are paying cash right?"</p> <p>I responded that I was not since I was being picked up from the airport and asked that he turn around and take me back for another driver to take me. He refused and said he would take me to an ATM machine. I told him I did not want to go to an ATM and wanted to be taken back to the airport and he kept saying he would take me to an ATM so I could pay cash. I told him I wanted to go home or to be taken back to the airport and then he said he could take a card but that the machine was not working.</p> <p>Then when I got to my house, he insisted that I give him not only my personal phone number but also my home address in case the card did not go through. I refused to give him my address since he was taking an imprint of my card and it would not be necessary. He kept on insisting that I give him my address and was very irritated at me. I told him that if the card was not approved to work directly with American Express.</p> <p>I still gave him a \$5 tip to be courteous of his time (fare was \$45) and he said "that is all you are giving me?" and was very rude to me.</p> <p>I was concerned with my safety so I did ask him to drop me off a block away from my house.</p> <p>I had thought that all cabs in SF especially picking up from the airport needed to take credit cards? - - - Please ensure that my contact information is NOT given to this driver as I was personally scared for my safety. I do not want him contacting me or coming to my house or knowing any more information about me however I wanted you to know about my experience with him.</p>	01/10/2012	09:00	am	Bay_Cab	323	38211		No	SFO	San Francisco - 12th & Pacheco Street

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1049016	1/23/12 9:03 AM	I took a cab from SFO to my office in South San Francisco yesterday, 1/22. When I arrived at my destination, I was asked to pay \$2 more than the price displayed on the meter. The driver explained it was the \$2 airport fee that was added to every fare. In my experiences with cab rides from SFO, the airport fee is already included in the fare and I've never been asked to pay more than the fare displayed in the cab. Last month, I took a cab from SFO to San Mateo and was not asked to pay an additional \$2 above the fare displayed in the cab. - - - I'm not sure about the cab number I've listed in this form, as the driver drove away quickly.	01/22/2012	01:40	pm	Metro_Cab	1435		Ford Escape Hybrid	No	SFO	South San Francisco
1050154	1/24/12 12:38 PM	On a rainy morning, being 7 months pregnant and carrying luggage, I hailed a cab from my hotel to my meeting, which was about a mile away. My cab driver complained that I was only going two blocks and he could've had a fare to the airport. When we got to my destination, he repeated his complaint about the distance of the ride, called me a "fucking bitch" and shortchanged me by \$4. - - -	01/20/2012	09:00	am		1064				Le Meridien Hotel	400 Howard Street
1050442	1/24/12 4:37 PM	The driver picked us up at the airport (SFO) at the taxi stand. He did not checkout of the airport as other cabs do. Not sure if this was to avoid paying the airport fee. He was told the destination and route required to get to our home in Glen Park (101 to 280 exiting on Monterrey), but detoured off of 101 on 380. We told him it was the incorrect route, but he argued with us that it was the route to Glen Park. We told him it was longer and would result in a higher fare. He was very belligerent about it. During the ride, he drove extremely fast weaving from lane to lane. He almost hit a vehicle changing lanes on 101. He made many sudden stops at stop signs, and at times, we were not sure he was going to stop. He clearly did not know the routes thru the city. We had to guide him on every exit and turn. When we finally reached our destination. He was rude and threw our bags out and continued to argue with me. Also, he is English skills were very bad, and it was very difficult to understand. - - - I personally would never feel safe to ride in his cab again, and being a SF resident, I do not want this person operating in the city and endangering my fellow residents. I lodged a complaint with Arrow Cab, and they recommended I also complain here. I recommend having his license to provide taxi service revoked.	01/24/2012	05:30	am	Arrow_Cab	933		Minivan with Arrow Cab name on side	No	SFO	Private residence in Glen Park, SF

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1052186	1/26/12 9:49 PM	<p>Cab #717 - Alliance Cab. On 1/26/12 at 7:02pm, driving Northbound on 101 between Oyster and Bayshore exits in Brisbane. I saw this cab cut two black towncars off, and then I tried to move over to exit on Bayshore, this cab sped up and was driving so aggressively so that I couldn't get off the exit. It is rush hour, everyone is driving slowly, so this cab can't get anywhere fast by driving like this. I had tried to move over to get off, couldn't, he/she forced me back into the second lane where I almost hit another car. I honked because I was so scared and I was driving with my two babies in the car. I could see two passengers in the back - they probably were scared to death, too. I was driving off the Bayshore exit and when I passed this cab he was flashing a really bright flashlight or strobe light-type light at me, back and forth. Luckily I didn't make direct eye contact with that very bright light - definitely could temporarily blind you and give you black spots.</p> <p>- - - I have never in my life complained about a bad driver officially like this. I KNOW I am not the first person to complain about this cab (unless today is his/her first day).</p> <p>This driver terrified me and then had that bright light to try to blind/scare all of the people he/she has cut off and driven off the road. This is not just a bad and aggressive driver, this is one who retaliates, who seems to have a short temper.</p> <p>I had two babies in my car, and he/she had two passengers in the back seat who don't need a wild ride into the city like that!</p>	01/26/2012	07:02	pm	Alliance_Cab	717		Green and red mini van cab. All I could see was San Francisco Tax Cab, so I looked at the pictures on the Taxi Commission website, and right away I saw Alliance matched the taxi.	No	Oyster Point Exit, Northbound 101 - Brisbane	Bayshore/Cow Palace Exit - Northbound 101 - Brisbane
1052775	1/27/12 4:28 PM	I called a yellow cab taxi and the driver drive very fast even we have a baby on board..... - - - He went wrong way and drive very fast	01/27/2012	04:00	pm	Yellow_Cab_Co_op	2726		Yellow Cab	Yes	255 Winston Dr	53 garibaldi st
1053102	1/28/12 1:12 PM	Taxicab pulled over after I flagged it at Valencia and 17th St. Its roof light was on. Got in the cab with a passenger, driver asked where we were going. We stated 77 Grand View in the Castro, and the driver said he needed to go downtown to get food. I asked if this means he wouldn't take us, and he said yes, he wouldn't take us. - - -	01/28/2012	12:15	am	Royal_Cab	642		Royal Cab 642	No	17th St and Valencia	

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1056706	2/2/12 12:10 PM	<p>NOTE: Taxi was labled &amp;quot;STAR TAXI&amp;quot; . I witnessed this incident in driveway of Fairmont Hotel SF. After dropping passengers, driver intentionally refused to move cab blocking access. Hotel doorman calmly asked him twice to exit driveway, pointing out that other cars were waiting. Taxi driver just sat there pretending to do some sort of paperwork. Traffic began backing up trying to access Hotel. Horns began honking. Doorman again asked him to move, with passenger window all the way down, Driver finally screamed loudly &amp;quot; Fuck you asshole&amp;quot;,. Driver then sped off in a very unsafe manner. -- I am a native San Franciscan born at French Hospital. I am very proud and fortunate to call it my home . THERE WERE MANY OTHER GUESTS /VISITORS WHO ALSO WITNESSED THIS EVENT. AS TOURISM IS OUR PRIMARY BUSINESS IN SAN FRANCISCO, I FELT SHOCKED AND ASHAMED OF THE IMAGE THIS JERK DRIVER POTRAYED. HE NEEDS TO BE REMOVED ASAP!</p> <p>---</p>	01/31/3012	02:50	pm	Bay_Cab	1126		Star Taxi, white in color, fenders cream or red.Phone number on cab 415 648 3181.			

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1058367	2/4/12 5:08 PM	<p>On Saturday, February 4, 2012 at 3:55 p.m. PT, I was driving westbound on Market Street past Sanchez Street. A Yellow Cab taxi (Nissan Altima Hybrid), was double-parked in the bike path, near Sullivan's Funeral Home, and started to accelerate and nearly merged into my vehicle, without signal indication. I honked, and accelerated. Rather than to allow flowing traffic to pass, and merge safely into traffic, the taxi driver accelerated quickly in the bike path, with pedestrians nearby, and nearly rear-ended another double-parked car.</p> <p>The taxi vehicle number is 620. The male driver has long salt/pepper hair tied in a tail.</p> <p>When side-by-side at the stop light at Market and Noe Streets, the taxi driver engaged and was verbally combative. My response was that he should have merged safely by waiting for traffic to pass, indicate to communicate that he is coming into traffic, as well as not endanger pedestrians near the sidewalk.</p> <p>The city of San Francisco experiences too many accidents daily--from minor to serious injuries and fatalities--due to reckless driving. Everyone is responsible, and should play their part.</p> <p>I am reporting the driver of Yellow Cab #620 as a liability on the streets on San Francisco. While the driver may choose to retaliate against this submitted information of complaint, I welcome the driver to review the California Driver Handbook, in particular the Merging In/Out of Traffic section in the Safe Driving Practices section. Here is a link - <a href="http://www.dmv.ca.gov/pubs/hdbk/merg_pass.htm#mergingpassing">http://www.dmv.ca.gov/pubs/hdbk/merg_pass.htm#mergingpassing</a>.</p> <p>This submission is a reminder for all drivers, including taxi drivers, to drive in a safe manner. The Yellow Cab and the taxi industry of San Francisco would not benefit from a</p>	02/04/2012	03:55	pm	Yellow_Cab_Co_op	620		yellow Yellow Cab Nissan Altima Hybrid		Westbound Market Street at Sanchez	Westbound Market Street at Noe
1061260	2/8/12 6:54 PM	<p>The driver of this vehicle passed two other vehicles on the right IN THE BIKE LANE. He turned right in front of me while I was riding my bicycle in the bicycle lane...he didn't signal or check for bicyclists, he just darted into the bicycle lane and then went through the stopsign and then cut off one of the vehicles he had passed when he darted back into the vehicle lane. I or another bicyclist could have been seriously injured or killed by this extremely dangerous, illegal behavior. - - -</p>	02/08/2012	06:35	pm	Yellow_Cab_Co_op	775		Yellow SUV with #775 on the back			

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1067138	2/17/12 7:20 PM	Driver of taxi was going southwest on Townsend St at the intersection with 5th St. The driver veered into the bike lane abruptly in an attempt to pass the vehicle in front of him on the right, using the bike lane. Fortunately he stopped halfway into the bike lane when he saw myself and other bicyclists approaching, however after we passed he stopped his car in the middle of the intersection and yelled &quot;Fuck you assholes!&quot; at us. Extremely unsafe driving, causing a disruption to the flow of traffic, and verbally assaulting law abiding bicyclists should be sufficient grounds for revocation of his taxi license. - - -	02/17/2012	07:05	pm	Veterans_Cab	193		Veterans Cab			
1068293	2/19/12 1:00 PM	Needed a taxi cab, asked four cabs outside of a hotel, if they took credit card. They all said no and pointed behind them, as I worked my way back, the fifth driver said, &quot;yeah, did you ask the person in front of you?&quot; I said &quot;yeah but he said he doesn't accept credit cards&quot; &quot; he is lying, all cabs have to accept credit cards, did he ask you where you are going?&quot; &quot;I said no, I just asked if he took credit card&quot;. He said, &quot;You should report him&quot; I wrote down the cab's number 665. - - - I was in front of the Hyatt, by California and Drumm	02/14/2012	04:30	pm		665					
1069326	2/21/12 9:55 AM	Incessant beeping from airport to market. Also driver answered phone during my ride. Also, picture on I'd (02873) doesn't look like driver. - - -	02/21/2012	09:50	am	DeSoto_Cab	375	02873			sf airport	825 market
1072194	2/24/12 8:35 PM	At 8:20 PM on February 24, 2012 Arrow taxi number 456 arrived at the Hnadlery hotel at 351 Geary and our passenger, a woman in a wheelchair was waiting. The bellman told the driver the address and asked him to move a bit clser to the curb for the lady to leave her chair and enter the taxi. The driver TOOK OFF! The driver's name is Tony. When we called Arrow dispatch at 8:27, the man hung up on us. - - -	02/24/2012	08:20	pm	Arrow_Cab	456			No		

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1074489	2/28/12 4:30 PM	<p>On Sunday April 26th, 2012 at 9:28am I was in cab 1229. A car cut in front of the cab I was in and the driver of the cab started driving very aggressively with road rage, yelled fuck and and then continued to angrily speak more words to himself. He then sped up and cut in front of the car that originally did it to him, nearly sideswiping the car. (Plus the cabbie was on the phone, as well.) I found all of this highly inappropriate since a cabbie's priority is to transport passengers safely to their destination. Also, it was Sunday morning and there was hardly any traffic at all. There was no need for the aggressive driving. Please do something about this type of behavior and make cab driver's accountable for their actions!</p> <p>Anna (A mother/wife/daughter/sister... who is happy she made it home Sunday morning without getting into an accident caused by a YellowcabSF driver.) - - - I have a printed receipt since I paid with CC, if more details are needed.</p> <p>TRX:1437460 Unfortunately, I accidentally tipped the guy as well. I was flustered and just pushed buttons to get out of the cab. That will not be happening in the future.</p>	02/26/2012	09:28	am	Yellow_Cab_Co _op	1229		Yellowcab #1229	No	Corner of UnionSt & Filmore St	Embarc adero BART station
1077272	3/3/12 7:47 PM	After (1) driver refused to take payment by card, (2) forced me to incur ATM fee at a convenience store, (3) I asked on paying cash whether he had kept the meter running (it seemed higher), driver cursed at me and called me names (using the F word among others). - - -	03/02/2012	06:00	pm	Fog_City_Cab	1183		Green, possibly Camry or similar	No	Clay St. near Front St.	Howard St. (Royal Motors Servici ng Garage )
1077329	3/4/12 1:48 AM	<p>The driver of cab 1222 on 3/4/2012 at 1am was rude, unattentive, and most of all driving unsafely. He drove much too fast, and wove in and out of cars nearly causing accidents. If he hasn't already I imagine it's only a matter of time before he gets in an accident.</p> <p>Cab driver also did not have his cab # easily visible or displayed...his driving was so unsafe that I specifically searched fine printed stickers for his cab #, and when I did find it it was half hidden by another sticker. - - -</p>	03/04/2012	01:00	am	DeSoto_Cab	1222					

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1079618	3/7/12 8:45 AM	Driver refused to let me use my credit card - even though his cab has credit card stickers on it. Forced me to drive to bank and withdraw cash, saying that his "credit card machine wasn't working". I think he was lying. Also, the fare/credit card machine said "print receipt?" on the screen when we arrived at destination. Not even sure of the cab number - because the 311 card wasn't legible. -- Taxi cab driver did not have picture ID or license present on dashboard - it was covered up. I took a picture of the 311 card in the cab if you want - you can try to decipher the number. - - -	03/07/2012	08:20	am	National_Cab	1602			No	Fairmont Hotel	601 townsend, Adobe
1081078	3/8/12 7:27 PM	Flagged cab near corner of 7th and Townsend - driver refused me service because I did not have cash. - - -	03/08/2012	07:15	pm	Royal_Cab	340		Red and gold	No		
1085961	3/16/12 1:27 PM	Flagged at Cole and Haight. Driver did not turn on meter (I did not realize this until we got to my stop). He asked for \$20. I told him that I wasn't going to pay that much since the meter was not on. I gave him a \$10 bill and asked for some change. He refused to give me any money back so I got out to avoid confrontation. Its not a significant amount of money, but I felt it's worth reporting. I don't feel like drivers should be able to make up fares then dispute the amount. He did pick me up outside of a bar, maybe he thought I was drunk and wouldn't notice. But I've made that ride enough times to know that it does not cost \$20! - - -	03/16/2012	01:15	am	Yellow_Cab_Co_op	1206			No	Cole&Haight	Hayes&Filmore
1086202	3/16/12 7:00 PM	The cabbie was to take me to Caltrain from Polk and Lombard. At some point I realized we were on the Embarcadero. I ask him why he went this way and he said there was too much traffic the other way, which was not true. He could have taken Hyde street. On the embarcadero we were in stopped traffic, so I asked if I'd get to Caltrain in 15 minutes. He said no, that it would take a lot longer. (keep in mind I've already been in the cab for about 10 minutes.) When I started complaining about why he went to the embarcadero, he started being very mean, and he wouldn't stop talking. I felt my safety could be in danger because he was very threatening, so I stayed calm. I texted my husband the name of the cab company and the driver's number. I told my husband that in case I don't make it anywhere tonight (implying that the driver might be crazy and harm me), he would at least have the cabbie's info. The cabbie kept complaining that I essentially was the problem, and that he's a good driver. He wouldn't stop being rude. I could barely get a word in. He then took a right turn to get to Caltrain quicker. He also said that he didn't even know that that I wanted to go to Caltrain, which was not true. Not only did I tell him I was going to Caltrain, but my husband did as well when he hailed the cab for me. This cabbie is bad news. He tries to rip of customers and and he's very rude. I've been riding cabs in San Francisco for a long time and I've never had such a bad experience. In fact, I've rarely had any bad experiences at all. - - -	05/16/2012	05:30	pm	Regents_Cab		43759		No	Corner of Polk and Lombard	Caltrain, 4th and Townsend



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1090077	3/22/12 12:55 PM	The driver in taxi 802 was driving extremely unsafely. He was driving significantly over the speed limit (65mph where the speed limit was 40), driving on the wrong side of the road, swerving unsafely and cutting off other drivers. He is a danger to not only his riders but to everyone on the street. I almost asked him to pull over so I could get out and find another cab. Perhaps I should have ... he is destined for accidents and injuries. - - Please do not give him any identifying information from my complaint. I am filing this for the safety of others but I'd be afraid for my own personal safety if he knew who made the complaint. - - -	03/22/2012	00:00	am	Arrow_Cab	802		SUV style taxi			my home, which is why I am afraid to give my contact info. He was rude and angry.
1095356	3/30/12 1:27 PM	A1-Yellow Taxi was called and a cab ordered. A limo showed up instead and insisted that he was a cab-driever. When asked to show his cab license he showed a limo permit and informed me that he got our information from &quot;a friend&quot;;. - - -	03/28/2012	08:00	pm				black town car license plate IZZT 124		3208 Pierce Street SF	
1095623	3/30/12 9:30 PM	Yellow taxi 476 was at the intersection of Market and Guerrero when first observed, turning from downtown-direction left onto Guerrero. I was on Laguna, at Market. My light was red. I noticed the &quot;walk&quot; symbol came on, before my light turned green. The taxi turned onto Guerrero, running the red light -- while laying on his horn at a pedestrian crossing Guerrero that was feet away from the curb. The taxi then continued on Guerrero, stopping at the red light at Duboce. I passed thru the intersection of Laguna/Market, and pulled up next to the taxi -- myself turning left onto Duboce. I observed the driver (description follows). I did not see any passenger in the back of the vehicle. I called Yellow Cab, and the dispatch said he could take my complaint, but nothing would be done till Monday morning!! - - -	03/30/2012	09:00	pm	Yellow_Cab_Co_op	476		bright yellow			
1099343	4/5/12 12:22 PM	Driver refused to wear seatbelt. Vina Cab - - -	04/05/2012	12:15	pm		1266		Toyota Prius		555 California	888 Brannan

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1104973	4/14/12 4:37 AM	Driver refused to take credit card and demanded cash. Claimed the credit card requirement did not apply on Friday and Saturday. When questioned about the validity of his claim, he demanded cash again. The meter was running the entire time. - - - Driver info was not visible. Driver was also holding a cigarette (unlit) but the cab reeked of cigarette smoke.	04/13/2012	11:00	pm	American_Cab	1020		Black cab with American Taxi logo. Seemed old and worn.	No	The Westin Hote on 3rd St, downto wn SF	2 stops: Fillmore/Bush and Golden Gate/Divisadero
1116339	5/2/12 9:39 AM	Cab smells of excessive aftershave (?) seemingly to hide smell of alcohol. Driver kept veering in and out of lanes and eyes kept closing - looked as though he were falling asleep - - -	05/02/2012	09:20	am	SF_Taxi_Cab	923		Has a Victoria beer ad on top of car, Prius, white		Sfo	6th/Folsom
1119487	5/7/12 1:39 PM	On Friday, May 4 at 11:59 am, the suv cut through a private parking lot at 1000 California Street from Cushman Alley to Mason Street in front of the Fairmont. Not only is this illegal but we have serious safety concerns as we have elderly members that walk slowly across the parking lot. There was no one in the back of the cab. - - - This same incident happened on April 16, 2012 and was reported to Yellow Cab. The cab #1141.	05/04/2012	11:59	am	Yellow_Cab_Co_op	1216		SUV	No		
1119650	5/7/12 4:32 PM	Cab driver refused my fare because I wanted to pay by credit card. I was at the cab stand in front of B of A on California. I took the next cab - Desoto instead. - - -	05/07/2012	04:10	pm	Luxor_Cab	9087		White Ramp Van	No	Financial District B of A	Caltrain

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1120151	5/8/12 11:24 AM	<p>Upon informing driver that our destination was Caltrain station, he asked where we were taking the train. Regardless that it was not his concern, when answered "Palo Alto" he suggested we take a cab instead. No, I insisted, we are meeting friends at Caltrain (much lower cost than a cab ride from SF to PA.)</p> <p>Upon arriving at Caltrain station, we handed him a credit card for payment of our fare; \$9.55, and he gruffly responded "You pay cash." After showing him my empty wallet with no cash in it, I stated my right to pay with any form of legal tender and suggested he take the card or nothing.</p> <p>He then responded "\$20 minimum for cards" - double the amount of the fare. I stated that the practice of inflating fare based on form of payment was unlawful, and that if he would not run the card for the proper amount we would simply leave. He asked "how much to run it for"; I said "\$9.55, the exact amount, if you believe you are owed gratuity after your rude behavior, you are mistaken." He rudely grumbled something in a foreign language that I could not understand, but I'm certain it was nothing pleasant.</p> <p>After calling the cab company, the dispatcher informed me that he has had problems with that driver in the past, and recommended I file a formal complaint. - - - Normally I am passive and would not make a big deal about something like this but I felt like the driver created a hostile environment which was extremely uncomfortable and very stress inducing. (I was physically shaking with anxiety after the encounter.) My hope is not to whine but to hopefully prevent someone else from having the same type of unpleasant experience, or worse; a novice traveler being taken advantage of by this rude and</p>	05/08/2012	09:00	am	Arrow_Cab	802		Red & yellow (ford?) crossover suv with "ARROW CHECKER CAB" decal on sides	Yes	Hotel Frank, 386 Geary St., San Francisco, CA 94102	San Francisco Caltrain Station, 700 4th St., San Francisco CA 94107
1120161	5/8/12 11:35 AM	<p>1) Meter was already running when trip began (started at \$3.50 vs \$3.00) and was allowed to run after arrival (added .50 to trip)</p> <p>2) In driving to our destination the driver was consistently riding over the lines (the bumps in the reflectors make that quite noticeable) and not paying close attention to other traffic.</p> <p>3) Taxi driver was angry when handed credit card, demanded cash. After informing him I only had credit card, he became more angry, telling me that he couldn't take credit cards and started speaking rapidly and gesturing widely. I persisted with paying by credit card so he swiped my card with no problem and finished that transaction by throwing the card at me.</p> <p>- - -</p>	05/07/2012	12:45	am	Town_Taxi_Cab	1105	8324	Faded/light yellow	No	SFO	BART Millbrae

## FY 2012 Taxi Complaint Details

CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATCH	TXTST ART	TXTE ND
1123682	5/14/12 7:59 AM	<p>This also might fall under &amp;quot;Fare Refusal&amp;quot;</p> <p>I paid the driver in credit card at an earlier point where he started yelling at me, saying cash, and never to ever take his cab again - furthermore, everytime I call the cab company and this driver is sent, he will pull up, and yell or be discourteous by saying he refuses service to me, because of the use of credit card and drive away.</p> <p>Today was the 3rd time he refuses me service - - - I would be concerned for my safety and the buildings safety, as the individual was hostile</p>	05/14/2012	04:50	am	Yellow_Cab_Co_op	63		yellow	Yes	604 Bush Street	400 Howard Street
1126261	5/17/12 1:53 PM	Driver was obviously displeased to get my fare, making big sighs and irritated body language. Sliding door was heavy to open on the hill and almost didn't latch properly. He had a lead foot and proceeded to go down California street at a faster than necessary speed then applied the brakes for a jerky stop. It was necessary to hold on to the hand rail to avoid being tossed to the floor. - - -	05/17/2012	01:15	pm	Luxor_Cab	9011		handicapped minivan	No	Mark Hopkins Hotel	300 Montgomery Street
1127932	5/20/12 3:03 PM	Driver picked us up near divisadero and Mcallister with destination Polk and clay. Upon starting trip we asked whether we could pay with credit card and driver rudely responded that his machine was broken and immediately steered towards dropping us off to refuse the fare. Desperate for the fare we asked whether we could stop by an ATM to pick up cash, to which he begrudgely agreed to. The driver was overall was very uncourteous and when asked whether his inability to take credit card was due to bay to breakers, he said in a gruff yes. It appears that many cabs in the city are coercing fares to pay cash due to alleged fees that drivers have to pay on credit cards. To us, this appeared the case and we ultimatley had to pay for cab time while we stopped at an ATM close to our destination to pay the driver. - - -	05/20/2012	02:30	pm	Town_Taxi_Cab	99		Ford small SUV	No	Divisadero and McAllister	Polk and clay
1131573	5/25/12 10:47 AM	<p>was aggressive in trying to squeeze out more money for the ride. he did this in the following way</p> <ol style="list-style-type: none"> <li>1. did not turn on the meter till I asked about 2 miles into the trip</li> <li>2. tried to dissuade me from using a credit card</li> <li>3. haggled over tip amount - - -</li> </ol>	05/25/2012	10:00	am	Bay_Cab	1126		toyota camry - white beige		SFO	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1131574	5/25/12 10:47 AM	<p>was aggressive in trying to squeeze out more money for the ride. he did this in the following way</p> <ol style="list-style-type: none"> <li>1. did not turn on the meter till I asked about 2 miles into the trip</li> <li>2. tried to dissuade me from using a credit card</li> <li>3. haggled over tip amount - - -</li> </ol>	05/25/2012	10:00	am	Bay_Cab	1126		toyota camry - white beige		SFO	
1131842	5/25/12 4:02 PM	<p>Unprovoked, angry driver! Extremely rude behavior and demeanor. We kindly asked to be driven to closest, inexpensive motel or hotel near San Francisco airport. We were dropped off at Hyatt Regency. Please refer to comments below for ALL details. Thank you. -- I need to explain what happened before our encounter with the taxi driver. My husband and I flew from Boston to San Francisco. Our connecting flight from San Francisco to Monterey was cancelled. Airline staff told us the next flight to Monterey would not be until two days later. No vouchers for hotel or van ride would be provided. We were told we could not retrieve our luggage until the next day. We needed to stay overnight at a motel/hotel close to the airport in order to catch a 6:45am van ride to Monterey the next morning.</p> <p>We entered the Arrow Checker taxi at the airport, greeted the driver and kindly told him we needed a ride to the nearest, inexpensive motel or hotel to the airport. His IMMEDIATE reaction was to throw his arm up into the air in a very rude, disgusted manner as he muttered obvious discontent. As my husband and I sat in the cab stunned- he drove off rather abruptly and angrily. He was clearly upset. My husband and I both believe he was very peeved about not getting a 'better' fare. One that, perhaps, would have driven further out, thereby, increasing his payment and travel time. As we were shocked by his behavior and unprofessional, crude conduct, my husband began taking pictures of the inside taxi info. We were definitely reporting this! The taxi driver then promptly exited and we were dropped off at the expensive Hyatt Regency off Bayshore Highway-at this point WE WANTED OUT!</p> <ol style="list-style-type: none"> <li>1. We did NOT choose to have our connecting flight cancelled.</li> <li>2. We did NOT choose to have no reimbursement/compensation</li> <li>3. We did NOT choose to be unable to retrieve our luggage</li> <li>4. We did NOT choose to be received and treated so poorly by such a rude, disgruntled, angry taxi driver!</li> </ol> <p>We are kind people and did nothing to deserve this. It is not our fault if the taxi driver waited a long time for a short distance fare (if that is even the reason why he was upset). We did not deserve to be treated so disrespectfully-ESPECIALLY after our prior ordeal!</p> <p>Is this how other unfortunate travelers are treated?</p> <p>Is it not the taxi driver's job to drive people from one point to another regardless of</p>	05/21/2012	10:30	pm	SF_Taxi_Cab	1278		Red and yellow Toyota Prius, San Francisco taxicab-Arrow Checker, 1278, license:53378b1 Phone #285-3800 on top right side outside of car	No	SFO airport	Hyatt regency next to 1333 Bayshore Highway

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1135939	5/31/12 5:34 PM	Empty cab pulled into hotel loading (for guest use only) so he could park and go to Starbucks. When advised that loading zone was for hotel guests only, he rudely replied that he could park there since he was going to get coffee from Starbucks. He also refused a local fare when a guest tried to take his cab. - - -	05/31/2012	05:20	pm	Yellow_Cab_Co_op	731		Yellow Cab 731	No		
1136020	5/31/12 7:01 PM	<p>Unsafe / Illegal Driving / Rude and Discourteous / Threatened Physical Violence</p> <p>At approximately 5:50pm today, I was riding my bicycle on Potrero Avenue (northbound) in the left turning lane, waiting to turn left onto 24th Street. In the half second between when the oncoming (southbound) traffic on Potrero stopped for a red light and when the cross traffic on 24th Street got a green light, the taxi described here, which had also been waiting behind me in the turning lane, illegally passed me on the right, only inches from me and extremely fast, and made a wild left turn onto 24th, barely missing the cross traffic on 24th which was just getting a green light. As the driver did this he shouted "Get out of the way monkey!"</p> <p>When I was able to make the left turn myself soon after, I caught up with the cab at the next stop sign, at Hampshire and 24th, to ask why he had done something so criminally reckless. Rather than apologize, he started shouting at me and threatening me with physical violence -- "Do you want to scrap? Let's scrap!" He continued to berate me through the passenger window for several blocks (because of all the stop signs, we were going at roughly the same speed) and at Treat and 24th said again that he would fight me and pulled over to do so. Because I didn't also stop to fight, he started driving again. Because he was too busy yelling at me through the passenger window to watch the road, he drove through the crosswalk at 24th and Alabama while several</p>	05/31/2012	17:50	pm	SF_Super_Cab	744		Yellow hatch back, CA license plate 78295D1. I am positive about the license plate # and cab #. I didn't see the company name, so that's based on the pictures on SFMTA's website.	No		
1136271	6/1/12 9:01 AM	Driver of cab 1269 made an illegal left turn from Howard Street onto 11th northbound after the light had turned red and there were pedestrians in the crosswalk. This happened at an intersection where there is a center for people with disabilities which were actively unloading their vehicles. -- Please remind your drivers they are supposed to stop at a stale yellow light, not speed through a red light and through pedestrians corssing in the crosswalk on a green light. - - -	06/01/2012	08:35	am	Luxor_Cab	1269		small suv I hope that is the correct vehicle number. Of course, he did not stop.			

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1139172	6/5/12 11:03 AM	On my way to volunteer at the Black and White Ball, after only being in the cab for a few minutes (travelled ~4 blocks), I nicely mentioned to the driver that he probably can't take Van Ness because I believed much of the street was shut down because of the event. Immediately, he was very irate and yelling at me not to do his job. I explained to him, I was just trying to help. He continued to yell at me, telling me that I don't need to do his job and that he got a notice of an accident from his dispatcher (which wasn't even what I was trying to notify him of) and kicked me out of his cab and continued to yell at me from inside his car. He was being completely irrational, unprofessional and appalling. - -	06/02/2012	05:50	pm	Yellow_Cab_Co_op	0701			Yes	1400 Washing ton	
1144451	6/12/12 11:14 PM	Picked up outside International Terminal A shortly after 10:30 pm by San Francisco Taxi cab number 278. Driver notably upset that we had short distance trip to Hampton Inn just north of airport. He was rude but of more concern was that he drove just over 90 miles per hour on 101 N. took corners at about 30 mph. Finally had to stop at red light. Charge was surprisingly high at just under \$17. Way greater than any cab I've taken over last 6 days in the city. But my great concern was the dangerous driving putting my wife and I at risk. Noticed driver failed to use seat belt so also disregard for his own safety - -	06/12/2012	10:45	pm	SF_Taxi_Cab	278			No	SFO internati onal terminal A was in line at departur es. We had just returned our rental car	
1146043	6/14/12 10:41 PM	This is the secon night in a month that Luxor cannot get a cab to this address to service this part of the city and ake people from this address into the city. The first time we waited 2 hours and nothing. This time after being told 5-20 mins and nothing arriving then calling back and waiting 15 mins and still nothing then being told nothing is in you area gets ridiculous. If cab companies cannot service ocean ave or west portal then they should not be allowed the medallions and these should be turned over to companies who will service this area. Or you let sth sf cab companies service our area. - - - See above. This is a serious issue	06/14/2012	09:30	pm	Luxor_Cab						
1146667	6/15/12 9:03 PM	Driver tonight at 5:30pm on Drumm street had his top light on and stopped. Asked where I was going (to PAC Heights) and refused to take me and drove off abruptly. - - - I was under the impression if the top light is on and driver stops for my hand signal and asks me where I	06/15/2012	05:30	pm	DeSoto_Cab	2996		blue Desoto cab	No	Drumm And Sacrame nte 2002	

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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1146696	6/15/12 10:41 PM	<p>I was picked up around 7:15 pm on June 15th from the SFO terminal 2 taxi line by a Luxor cab (car # 1276). The driver knew I was going to Emeryville and that he'd have to drive over the Bay Bridge, but waited until we were 5 minutes into the ride (and the meter was running) before trying to pressure me into having him drop me off somewhere in SF at a Bart station due to "heavy traffic." I informed him that I didn't live near a BART station and that I didn't mind the wait or cost. The traffic was moderate, but by no means terrible. The entire ride took about 40 to 45 minutes.</p> <p>From this moment on the driver was extremely rude, mumbling out loud, yelling (at me, at traffic), and constantly shaking his head. His driving became erratic, he was honking his horn while sitting in traffic and weaving in and out of lanes and stomping on the brakes to make me uncomfortable. When giving him directions to my residence he was absolutely silent, not even acknowledging that I was speaking with him. Two blocks before reaching the destination, he took his seat belt off, which is extremely unsafe and illegal.</p> <p>Finally, after running my credit card he asked me if I was going to tip him and then scoffed out loud and shook his head when I made the foolish decision to actually give him a tip, which he obviously didn't deserve.</p> <p>It is extremely surprising and concerning that drivers like this are allowed to be on the road by Luxor Cab and the Taxi commission. A taxi ride from SFO to Emeryville is expensive and I don't think I should have to argue for the right to be taken to my destination and deal with a rude and unsafe driver because doing his job properly was inconvenient for him.</p> <p>I would like to hear how this will be resolved.</p>	06/15/2012	07:15	pm	Luxor_Cab	1276		Luxor Cab # 1276	No	SFO	Emeryville



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CASE ID	CREATED	COMPLAINT DETAIL	DATE	TIME	AM PM	SF CAB CO	CAB #	DRIVER BADGE	VEHICLE DESCRIPTION	RDD ISP ATC H	TXTST ART	TXTE ND
1148273	6/18/12 2:26 PM	<p>I hailed the cab on the street and the driver picked me. He did not know the route to the destination and entered it on his GPS device. I did so, and he started driving. A few minutes later he said the direction doesn't look correct. We checked the GPS, and it had a completely different address. I asked him to reset the address as well as the fare meter (since we were no closer to the destination). He refused, asked me to leave the cab, and made blatantly racist remarks against me as well as using otherwise horrible language.</p> <p>I am hoping that you will take him out of the streets of San Francisco. I have generally had a very good experience with cab drivers here. People like this driver need to be punished to the maximum extent. - - - I am a visitor to the city and will not be available via phone.</p>	06/18/2012	12:30	pm	Royal_Cab	239		Royal Cab #239		Mission St and Beale St	Jerrold Ave and Bayshore Blvd
1151937	6/22/12 10:25 PM	Royal taxi 1159 accepted my ride. Informed me as he left the curb that the meter was not working and credit card machine was broken. Credit card machine was noted by myself to be on with an appropriate screen. Driver implied wanted much more than an \$8 fare to Hayes valley from downtown...had asked me "how much was I willing to pay" to my destination. - - -	06/22/2012	10:00	pm	Royal_Cab	1159		Prius-like! Orange/brown and yellow. Royal taxi. 1159 cab number	No	Geary and Powell corner by Weston st.	Page and gough
1152599	6/24/12 5:56 PM	Pick up @ Hotel Carlton 1075 Sutter; Driver was VERY RUDE; My mother & I are both handicapped; would not even get out to cab to help us; started to argue w/me when I started to help my mother into the cab; Got angry with me when I told him to help & he wouldn't!!!! - - - I think that this driver need some more training when it comes to having clients that are handicapped.	06/23/2012	09:00	pm	Town_Taxi_Cab	58		Town Taxi	Yes	1075 Sutter Street, Hotel Carlton	n/a
1156690	6/29/12 11:23 PM	Taxi driver refused to take me unless i paid cash even though his cab clearly stated he could take credit cards. When I asked if his credit card machine was not working he just keep saying "only cash" & "only cash". When I confronted him about this he ignored me. I asked what his cab number he said I don't know, although it was on his cab. - - - He refused to take my fare and refused to provide me with his badge #.	06/29/2012	01:00	pm	Yellow_Cab_Co_op	2847		Yellow cab, good condition.			